



LCCC@Work

2 hours workshops @ \$49 / 3 hour workshops @ \$75

Communication Skills That Give You Quick Tips

Limited Seating Register Today!

Business Communications

Getting your written message across in a positive manner can be very challenging for today's business professional. Learn your business writing strengths and weaknesses; easy ways to get your thoughts down on paper; how to get to the point and capture the reader's attention; eliminate unnecessary words, editing and proofreading techniques; and how to say no and deliver bad news.

3 hours **March 26**, 1:30 p.m. to 4:30 p.m.

Listening: More Than Hearing

Become aware of your own listening habits. Understand the importance of taking notes, when appropriate, to enhance listening skills and abilities. Recognize how trust is built and relationships are strengthened by effective listening. 2 hours **March 25**, 8:30 a.m. to 10:30 a.m.

Building Internal Partnerships

While serving each other internally in the organization you are ultimately serving your external customers. You can't provide good service to external customers without good service to your internal customers. Identify your partners-both inside and outside your own group. Identify what your department can do to meet the needs of your internal partners more effectively. Understand the importance of sharing information about external customers with your internal partners.

2 hours **March 27**, 8:30 a.m. to 10:30 a.m.

Valuing Differences: Styles, Abilities and Motivations

Unique combinations of styles, abilities, and motivations make us different from one another. Appreciating and capitalizing on the differences in our leaders and coworkers can contribute to a more productive and satisfying workplace. Understanding the different styles, abilities, and motivations of your customers can give you the ability to serve them better. 2 hours **March 31**, 8:30 a.m. to 10:30 a.m.

To register visit our website
www.lorainccc.edu/workshops
For more information Call: Julie Cantrell 440.366.4301

Workshops will be held at
Lorain County Community College