

# COMMUNICATION SOLUTIONS

## ATTITUDES, BREAKDOWNS & CONFLICT RESOLUTIONS



Discover how to elevate your communication to a level that inspires open communication, prevents breakdowns, resolves conflict and builds trust and respect resulting in high performing team and patient relationships!

Learn the skills to communicate positively and effectively with different and even difficult personalities. Discover formats to hold positive, effective and efficient huddles and team meetings. Transform attitudes from toxic to tremendous and create a positive environment where everyone looks forward to coming to the office. Judy Kay, communications expert, will share how you can elevate the level of communication in your life!

### COURSE OBJECTIVES:

#### Communications

- Learn verbal skills to communicate effectively with difficult and different personalities
- Learn steps to address and resolve conflict
- Establish protocols that eliminate gossip
- Identify behaviors that elevate trust and respect
- Discover methods that turn toxic attitudes to tremendous
- Determine behaviors that inspire a culture of appreciation and celebration
- Learn fundamentals for effective huddles and team meetings



*“Our expectations differ because of our unique and individual beliefs, opinions and assumptions based on our personal experiences.”*

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