

# 2<sup>ND</sup> ADVANCED NURSING SCIENCE & PRACTICE

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Baldrige Seminars International, USA

### Effective communication skills

**E**ffective Communication Skills – “Can you hear me now?!” In this dynamic session you will learn how to clearly get your message across and understand what is being communicated to you both verbally and nonverbally. There is nothing like clear communication to enhance productivity and foster good relationships.

#### CLEAR COMMUNICATION

- How to get your message across clearly
- How to understand the content and intent of a message
- Be brief, be genuine and be gone
- Have a Purpose, Agenda and Time Limit for meetings
- Avoid or minimize distractions
- The Primacy/Recency Effect: Making the first and last things you say have impact
- Be patient and nonjudgmental

#### TYPES OF EFFECTIVE COMMUNICATION

- Face-to-face, Email, Telephone, Voicemail, IM, Conference Calls, Web X, Group Meeting
- How to use the various communication modes well
- Understand when to use each mode effectively
- Benefits of “standup meetings”

#### NONVERBAL COMMUNICATION

- Body Language – Learn the 25 most common interpretations of body language
- Facial Expressions – Discover how to be aware of reading facial expressions
- Stance – What the way you stand says about you and your message
- Dealing with silence with ease
- Sending listen cues

#### PREVENT MISCOMMUNICATION

- Be aware of how to avoid unnecessary conflict
- Learn to ask clarify questions
- Respond vs. reacting – or over reacting
- Gain confidence in the way you get your message across
- Summary, action plan and assignment

### Biography

Joy Baldrige, CPC, CSP, is a renown self-management expert who helps the best companies in the world become even better at increasing revenue and productivity while decreasing stress and frustration. She began her speaking and training career at birth. She was born into a family of driven entrepreneurs and dynamic educators. Her parents founded the Baldrige Learning Center in 1956. Her first official speaking engagement was at the White House, at the age of 19. She got there by cold calling the president. In 1992, Joy founded Baldrige Seminars International, a professional development organization that focuses on management, leadership, sales, communication and priority management skill development. In her seminar and keynote presentations Joy shares innovative ways to adapt to change while increasing revenue, productivity and profitability. Her keynote presentations and seminars are highly entertaining, extremely informative and completely customized. They are known for producing immediate, positive, and tangible results.

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