



### PrinceHeron Communications

Providing  
Communications Tools  
for the Workplace

Coaching  
Planning  
Training

Workshops & Seminars

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## Shorter Sessions: 60-90 Minutes

### 8 Terrible Truths about Communications

Good communication skills are considered to be something that everyone should know and use instinctively. But good communication means different things to different people in different situations. No matter how skilled or knowledgeable a person is with respect to communication theories and practice, there is no guarantee that they will be able to successfully communicate their ideas or intentions to another person. In fact, miscommunications are inevitable.

This presentation reveals 8 truths about communication. This session introduces the participants to basic communication theory in an easy to understand and instantly useable way. It helps them to understand why miscommunication happens. You'll leave the workshop with a new outlook and new tools to manage miscommunications in the workplace.

### Reverse Brainstorming

Are you having trouble breaking through the creativity barrier? Traditional brainstorming methods can often breakdown and limit the variety of creative options needed to solve a problem. This brainstorming technique was designed to reduce or eliminate the problems that traditional brainstorming sessions encounter.

Learn this technique to provide your teams with a fun way to solve workplace problems and create tangible plans to implement a project.

### Difficult Conversations:

Everyone has difficult conversations at one time or another. In the workplace they can occur anywhere -- in meetings, training-sessions, performance reviews, and even when you're trying to relax and get a cup of coffee. Depending on your position you can have them occasionally, frequently, daily or hourly.

This informative and entertaining presentation will provide you with tips and techniques to manage your difficult conversations. You'll take away easy to remember acronyms and a step-by-step checklist for managing difficult conversations and minimizing the stress that comes along with them. We can't promise you'll stop having them, but we can guarantee you'll have some tools to handle them better.