

# Corporate Training SOLUTIONS

Train your people. Transform your company.

## Supervisors' Connection

### Communications

#### November Supervisors' Connection

##### Summary

To be an impactful leader, a command of communications skills and best practices are essential. Communication seems to be the most basic of skills, yet holds the key to motivate and inspire your team to do their best work while also minimizing conflicts that disrupt workflow, hinder results and cause leaders a fair share of time and stress.

This session will cover the art and science of communicating for results with differing communication styles referencing DiSC profiles. It will focus on the various styles and forms of communication, the typical traps we all fall into and the skills and practice necessary to change our quick responses.

##### Workshop Takeaways

- Knowledge and understanding of differing communication styles
- Strategies for improving interpersonal and inter-department relationships
- Skills to aid in the decrease of conflict and increase in performance

**Date:** **Wednesday, November 14<sup>th</sup>, 2018**  
**Time:** 8:00am – 10:00am  
**Cost:** \$49.00  
**Place:** NSCC -- CTS, One Ferncroft Rd., DS106, Danvers, MA 01923

**Facilitator:** Ann Hargraves has expertise on all aspects of leadership and culture. She combines her background in operations and human resources to balance the needs of individuals and businesses. Her depth of knowledge and interactive style help the learning process while ensuring an engaging session. Ann has held senior leadership roles in companies across diverse industries. Ann has a BS in Psychology and English from Salem State University, an SPHR from SHRM and several leadership certifications.

**Please Register by November 8<sup>th</sup>, 2018**

Call: (978) 236-1240 or Fax: (978) 236-1220 or Email: [sryan@northshore.edu](mailto:sryan@northshore.edu)

Please complete all questions on this registration form and fax to: NSCC (978) 236-1220 or mail payment and form to: Ms. Susan Ryan, North Shore Community College, One Ferncroft Rd., Danvers, MA 01923.

**Date of Birth:** Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_ (Must Include Birth Date to Register) **Gender:** Male Female  
**Last Name** \_\_\_\_\_ **First Name** \_\_\_\_\_ **Middle Initial** \_\_\_\_\_  
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Course Code	Sec.	CRN#	Course Title	Date	Time	Cost
XXX	XXX	XXX	Communications	11/14/2018	8am – 10am	\$49.00

Payment *MUST* accompany registration form. Please make check payable to: North Shore Community College.  
*MasterCard, Discover or Visa accepted. (circle one)*

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