



The Practice of Listening & the Art of Responding

Improving Communication Skills

by Julie Ann Sullivan, MBA

- Do you think enhanced communication would assist in problem solving?
- Would there be a difference in productivity if you had more clarity in your organization?
- Would loyalty grow and turnover diminish if your workforce felt they were heard?

If you answered yes to even one of these questions, then this enhanced communication program is for you!



Learning Objectives

In this session, you will learn to:

- Identify appropriate types of listening for specific situations and environments
- Determine best practices for responding to an organization's varied workforce
- Accentuate positive communication skills
- Repair ineffectual patterns of communication
- Be aware the Power of Pause

Biography

Julie Ann Sullivan is known for her emphasis on **attitude and accountability**. Her clients appreciate her interactive programs that always include a good dose of humor. If you're looking for a speaker that will **engage, inspire and share valuable practical ideas to create more success**, then Julie Ann Sullivan is the speaker for you.

Julie Ann Sullivan is the Founder of Learning Never Ends. She has a diverse educational background, which includes a BA in Psychology and an MBA in Accounting. Julie Ann's continuous study of human behavior and 30 years in the financial industry, including her CPA designation, give her a unique expertise on business from the inside out.

Julie Ann is a professional member of the National Speakers Association, accomplished author and host of the Mere Mortals Unite podcast, now streaming around the world.

"Julie Ann is excellent in subtly getting her point across using a very interactive and participative presentation format. From start to finish, she will hold your attention and draw you in using creative forms of interaction that let everyone participate in a very comfortable, non-threatening environment. I have attended her workshop on Communication, which was quite informative as well as entertaining. The group thoroughly enjoyed her tips on listening as well as her points on habits to keep and habits to improve upon for better listening skills. I would highly recommend this entertaining and thought-provoking program to any person, group or organization that is looking to enhance their communication skill set." – MIKE TONEY, VP PAYCHEX HR SOLUTIONS, PRESIDENT, PITTSBURGH HUMAN RESOURCES ASSOCIATION