

Tuesday, December 6th

Comfort Inn North
Kill Devil Hills

Facilitated by Carol Hartman, Balanced Act

**Small Business Boot Camp Series
Two-Part Session**

Effective Communication Skills

9:00 a.m. to Noon



Strong communication skills are essential for success in life, in work, in all our relationships. Delivering your message effectively reduces misunderstandings, errors, frustration, and conflict.

Good communication is not just about the message you send out; it's about the receiver understanding what was intended. Today's array of tools allows you to distribute more information quicker, but are you communicating better? This interactive seminar will focus on:

- ❖ The message from the listener's perspective
- ❖ Delivering instructions, delegating tasks, and providing feedback
- ❖ Communicating to other generations and cultures
- ❖ Delivering difficult news or dealing with tough circumstances
- ❖ Phone calls, emails, text messages, letters, meetings, and more – what works and what doesn't, depending on the situation
- ❖ Newly emerging communication tools, thanks to the Internet!



The Art and Science of Networking for Professionals

1:00 to 4:00 p.m.

*Effective networking is a strategic activity. This interactive workshop examines proven approaches to expanding your business connections and improving your credibility through professional networking. **There will be actual networking opportunities at this event so don't forget to bring your business cards.** The session will include:*

- ❖ Why networking and selling don't mix
- ❖ How to choose the right networking activities for you – finding your best connections
- ❖ Getting prepared – developing your plan
- ❖ What to say as your unforgettable greeting at networking events
- ❖ How to engage in memorable, productive conversations
- ❖ How to overcome shyness
- ❖ Successful follow-up with the connections you make
- ❖ Growing your network
- ❖ 21st century networking tools – beyond face-to-face events

Cost for each seminar is \$25 for Chamber members, \$35 for non-members



*Brought to you by the College of The Albemarle
Small Business Center, SCORE Chapter 497 and the
Outer Banks Chamber of Commerce*

**To register or for more information, call (252) 475-9261
or email shannon_kinser@albemarle.edu.**

For planning purposes, please pre-register by December 2nd