

## Listening Is Great Business

Enhance your effectiveness by becoming a conscientious listener. Consider the impact the spoken word has on your business—it influences your decision making, speaking and acting processes. Through role-play, spontaneous feedback and direct questioning you will learn the techniques of effective listening.

Topics include:

- Motivating participants
- Deciphering complicated messages
- Creating a receptive environment
- Processing information
- Improving skills

**Date:** Thur., Oct. 10

**Time:** 8:30 a.m. - 5 p.m.

**Place:** Cabrillo Sesnon House  
room 1803

**Fees:** \$60, includes printed material \$55, when more than one person from the same company will be attending

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**Sara Platzer** and **George Simons**, Ph.D., have taught communications skills in many settings. Platzer has extensive experience in teaching communication skills with foreign born professionals from the Far East, the Middle East, Mexico, South America and Eastern Europe. She is principal of Platzer and Associates, a com-

## For Managers and Supervisors Communicating for Results

Learn to increase personal productivity and effectiveness using the basics of human communications—trust, commitment, goodwill, listening and language. Through discussion and practice you will learn to apply a few principles that will make a significant difference in getting results when communicating with others.

**Date:** Thur., and Fri, Oct. 24 and 25

**Time:** 8:30 a.m. - 5 p.m. (Bring a sack lunch)

**Place:** Cabrillo Sesnon House  
room 1803

**Fees:** \$115  
\$110—per person when more than one person from the same company will be attending

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munications consulting firm. Simons is a partner in Simons and Motsch International and managing director of International Partners Press. His recent and current clients in communications include Amdahl, Apple Computers, Atex, Computervision Management and Centre Europe.