



Dr Neryl East



# CLEAR AND CONFIDENT COMMUNICATION

*Be heard. Stand out. Command Influence.*

## A master class for any organisation, team or individual wanting to communicate in a way that makes people sit up and take notice

Poor communication causes huge problems for businesses and organisations. Two of the biggest blocks to effective communication are:

- ◆ Not being clear in expressing what we want to say or write
- ◆ Lacking the confidence to communicate in a way that makes people want to listen

Whatever sector you operate in, your communication needs to be understood the first time, every time. This workshop focuses on the power of words and how their delivery can make or break relationships and build or damage organisations.

### Here's what participants will discover:

- ◆ How to transform your communication by shifting your mindset
- ◆ The keys to really understanding your audience so they feel connected to you from the start
- ◆ How to choose the right communication channel to get the best result in any situation
- ◆ Specific tools for communicating one to one, one to few and one to many
- ◆ The confidence keys; how to build and radiate presence and credibility so people want to engage with you
- ◆ Life-changing tips for tackling challenging conversations
- ◆ Techniques from a professional speaker on how to deliver outstanding presentations

Clear and Confident Communication is usually delivered as a one-day program or equivalent. If you'd like to include written communication, we recommend combining it with our workshop Clear Business Writing. All programs can be delivered in-person and online.

### What participants say about Neryl's presentations:

*"Neryl's pragmatic, no-nonsense, yet supportive approach guides you through building great communication, credibility and influence in any scenario."*

-Merryn Spencer, Straight Talk

*"Very relevant content - a toolkit for participants to take away and use immediately in their workplaces."*

- Caryn Morgan, CMA Events

*"Can I say THANK YOU so much for an amazing workshop - I found it extremely powerful."*

- Samantha Kendrick, Telstra

*"Your training was so well-received, and we've had lots of great feedback from staff who participated. We've even already started implementing some of the tips you provided."*

- Mieka Symes, Mildura Rural City Council

### About Dr Neryl East CSP

Neryl has more than 30 years experience as a professional communicator, including over a decade as a journalist in television, radio and print.

She is a Certified Speaking Professional (CSP), an international designation awarded to only a small percentage of outstanding speakers worldwide. Neryl has a PhD in Journalism and is the recipient of national journalism awards. She's an Amazon best-selling author on communication and media and a highly skilled and qualified educator. Neryl is also a sought-after adviser to government, business and not-for-profit leaders.

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