



COMMUNICATION SKILLS for Multicultural Staff

More often than not, inability to communicate effectively hinders productivity and customer satisfaction. Many non-native speakers of English have special communication challenges in the workplace. This may create additional stress for themselves, their co-workers and customers.

This program addresses communication challenges of non-native speakers. It covers but is not limited to the following learning points:

- I. Reducing accent for better clarity
- II. Building effective vocabulary
- III. Adjusting body language for better communication
- IV. Rephrasing messages for clarity and relationship building

"The best aspect about the program was that Nara had experience in dealing with international professionals and she understands the key issues in English communication for foreign-born people."

- *Dr. Nikhil Jalani, FuelCell Energy*



GET YOUR MESSAGE ACROSS, BE AN EFFECTIVE PRESENTER! Presentation Skills for Technical Professionals

This program is designed to equip technical staff with solid skills to deliver powerful presentations to technical and non-technical audiences. This training will take mystery out of making effective presentations. Topics will include but are not limited to:

- I. Process of crafting and delivering a speech
- II. How to deal with anxiety
- III. How to use visual aids when presenting
- IV. How to speak impromptu
- V. How to avoid mistakes foreign born professionals make 90 % of the time
- VI. How to communicate to multicultural audiences
- VII. Much more

"My Teller Supervisor's confidence level has dramatically improved despite being just halfway through her training program. Her ability to effectively service our internal and external customers is greatly enhanced. I am very impressed with Dr. Venditti's work and can see what a positive impact it has on her clients as well as the business community."

- *Anne M. McNamara, Vice President, Branch Manager, WebsterBank, Danbury, CT*

About the presenter: Dr. Nara Venditti is the president and founder of Succeed in America, LLC, www.SucceedinAmerica.com a consulting firm that helps individuals and organizations with such issues as workplace diversity, foreign-born employee development, business communication, and multicultural customer service and marketing. She specializes in communication issues for engineers and scientists and technical staff. Author of over than 65 published works including *English-Russian Dictionary on Quantum Generators*, she is the recipient of State of Connecticut Official Citation for her tireless dedication to making a difference in the community. She is also Diversity Director of the Connecticut State Council of Society for Human Resource Management (SHRM) and SHRM WC. And SOCT.