

RELATIONSHIPS IN THIS WIRED, WIRED WORLD



“Lori packs the room on a repeat basis! She has spoken at our monthly chapter meetings and was a keynote speaker at our first Professional Development Day in April 2002. The audience loves the way she connects with them, and her humor and sense of ‘showmanship’ keep them engaged. Her stories ensure that the message is remembered. We are lucky to have such a talented speaker in our own backyard.”

Janet Atkinson, CCP, PMP, President
Madison South-Central Wisconsin Chapter, Project Management Institute

In the not-so-distant past, communications occurred in person or through the use of the mail and faxes. Today, with advancements in technology, we are often bombarded with email, and voicemail. While these new methods speed up the process of communication and make it easier to transmit information to multiple parties, they bring numerous challenges to each of us. Imagine answering 200 emails a day. Or responding to 55 voice messages. Or being paged while driving through rush hour traffic. Ever ignore some of these messages? Or sent one you wish you could have retrieved? Or played voicemail tag? Learn how to better manage these communications and minimize the frustrations and disasters associated with them.

YOU WILL DISCOVER...

- The types of misunderstandings that can occur with electronic communications.
- When it is and when it is not appropriate to use voicemail, email or other electronic forms of communication.
- How to write email messages that will be read and properly understood.
- The sort of voicemail introduction you should place on your phone system.
- What helps make a voicemail message one that will get you a response and is successfully communicated.

POSSIBLE FORMATS

- Keynote
- Half-day workshop

WHO SHOULD ATTEND? YOU SHOULD IF YOU...

- Communicate using email, voicemail, or other electronic forms of communication.

LORI L. SILVERMAN

Engaging. Captivating. Humorous. Passionate. Effective.

Lori Silverman is a speaker, consultant, trainer, and author who strives in her work to connect people to possibilities and to each other. Her savvy yet down-to-earth style has helped dozens of individuals and companies to realize their true potential and professional success. Lori's highly energized and enthusiastic approach and magical stories inspire her audiences to take action. A member of the National Speakers Association, she has mesmerized thousands of people with a variety of topics—ranging from the humorously edu-taining “Schmoozing: Meet, Greet and Speak with Ease” to weighty business topics such as “More than a Quick Fix: Organizational Change that Sticks.”

Lori owns Partners for Progress, a management consulting firm dedicated to helping organizations think and act differently so they can move to the next level of performance. She's authored myriad articles, workbooks, and books including *Critical SHIFT: The Future of Quality in Organizational Performance* and *Stories Trainers Tell: 55 Ready-to-Use Stories to Make Training Stick*. Her new book is titled, *Wake Me Up When the Data is Over: How Organizations Use Stories to Drive Results*. Having earned two Master's, in business and in counseling, and a B.S. in psychology, Lori shares a fascinating perspective with her audiences.