

**Communication Enhancement
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*Balin and Associates
P.O. Box 403
Yellow Springs, OH 45387
(937)478-4958*

Continuing Education Seminar

Communication Enhancement



Webinar

You will log in from your own device.
Access link will be provided when you register.

Communication Enhancement

Did you hear what I thought I said? Why is it that communicating effectively often seems so easy, yet turns out to be quite difficult? This workshop examines the communication process and explains why even the most straightforward message can result in misunderstandings.

Acquire five tips to improve listening, become familiar with the traits of high and low context speakers, and recognize the hidden barriers to fostering understanding with others. Explore how assertive talking skills can assist you in setting firm, kind limits without disrespecting others.

Objectives: At the conclusion of the program the participant will be able to:

- Be cognizant of the hidden factors at play in the communication process.
- Explore barriers to meaningful and effective communication.
- Gain tips on listening more effectively.
- Acquire a framework for having a conversation that empowers self and others
- Be empowered to use assertive talking techniques to set firm, kind limits on others

ABOUT THE SPEAKERS

Rita Rizzo, MSc

Principal of Rizzo & Associates LLC, a management consulting and training firm founded in 1984, Rita has over three decades of experience as a writer, curriculum designer and training facilitator. She has written over 200 print and online articles, 400 training curriculums, and 12 books in the past decade. A ghostwriter, blogger and curriculum developer, Rita never misses a deadline and is known for her error-free, content-rich writings.

Marcella Balin, RN, BSN

Marcella Balin is a well-known and highly regarded educator and presenter. She is an independent nurse entrepreneur and lecturer with forty plus years of experience. She began her nursing career in Brooklyn, NY and spent a decade moving into the field of education. She parlayed years of widely varied teaching experience into a career of independent teaching and presenting. She brings years of ongoing professional education in human and organizational development to her workshops.

CONTINUING EDUCATION

3.0 Hours approved for:

- **Nurses-The Ohio Board of Nursing accepts Continuing Education events approved for BELTSS**
- **Registered with the Accountancy Board of Ohio CPE.181**
- **BELTSS approval #41630-SS-24**

Registration is not complete without payment.

► Cost \$45

Workshop materials and access links will be sent to participants when registration is complete.

Feel free to call with any questions as the Webinar format is new to many of us.

If you prefer to pay with a credit card—you can message your registration information by email and request an invoice.