

PROGRESSIVE BUSINESS CONFERENCES

384 TECHNOLOGY DRIVE • MALVERN, PA 19355
PHONE 800.964.6033 • FAX 215.689.3435

Dear Webinar Attendee:

Welcome and thank you for registering for the Webinar **“Women’s Leadership Series: Power of Assertive Communication”** scheduled for **Thursday, April 8, 2010** at 1 pm ET. Please check your time zone for the correct local time.

Enclosed please find the following Webinar materials:

1. **Speaker Handouts** – **“Women’s Leadership Series: Power of Assertive Communication”** presentation slides
2. **CD Discount** - This Webinar will be recorded for your future use. You may purchase your own copy of just \$99 (versus the \$199 regular price). To reserve your audiotape or CD, please complete the attached coupon and return it to Progressive Business Conferences or call us toll free at 800-964-6033. Please note: It is a violation of copyright laws to record the Webinar.
3. **Webinar Evaluation Form** – After listening to the Webinar, each participant is asked to complete the evaluation form and return it to Progressive Business Conferences. We would very much appreciate your comments and suggestions for future Webinars.

Telephone Instructions

DIAL-IN NUMBER: 888-267-3604

- Please refer to the email titled “IMPORTANT WEBINAR INFORMATION FOR REGISTRANTS” to get the **CONFERENCE PASSCODE** and your **CUSTOMER PIN CODE**.
- Please dial in **no sooner than** 15 minutes before the Webinar is scheduled to begin. The four-digit **CONFERENCE PASSCODE** will not function until 15 minutes prior to the conference start time
- Please dial in **no later than** 5 minutes before the Webinar is scheduled to begin. There is a chance you could miss the beginning of the Webinar if you call too close to the start time.
- When prompted by the automated attendant, enter the four-digit **CONFERENCE PASSCODE** followed by the # key as identified on the Confirmation and Instruction e-mail you received.
- You will then be prompted for your six-digit **CUSTOMER PIN CODE** followed by the # key.
- After entering the codes, you will then be placed on hold until the Webinar begins. You do not need to perform any additional functions; the Webinar will simply

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begin at the appointed time and last for 60 minutes. At the conclusion of the Webinar, simply hang up.

- If during the Webinar you are in need of assistance **dial *0** (star, zero) and an operator will personally assist you.
- If you need assistance with dialing in prior to the Webinar, please call Progressive Business Conferences at 800-964-6033 and speak with a customer service representative.
- We recommend that you **MUTE** your speaker phone during the presentation, as background noise in your listening area can cause phone to mute the presenter, causing you to miss part of the conference.

Interactive Question and Answer Period during the 60-Minute Program

- The question and answer period of the conference will be interactive. We have scheduled the last 15 minutes of the program for this part of the session.
- The operator will make an announcement when the Q&A period is ready to begin. You will then be prompted to press the * **key then the number 1** on your touch-tone phone if you have a specific question for the speaker.
- When the time comes to ask your question we ask that you use the handset and not the speakerphone. This will ensure all attendees will be able to hear the question clearly.
- If you decide you do not want to ask your question, please press **the # key** and you will be removed from the question queue.
- If you are not selected to have your question answered or have any additional questions, you may e-mail it to Progressive Business Conferences at womensquestions@pbconferences.com.

Additional Information

Remember you are free to put the Webinar on “speakerphone” at each listening site so that additional colleagues may listen with you at no extra charge. However, conferencing in additional phone lines is unlawful. Please check your time zone for the correct local time that corresponds to 1:00 p.m. ET.

Again, welcome and thank you for your enrollment. If you have any questions, please contact us at 800-964-6033.

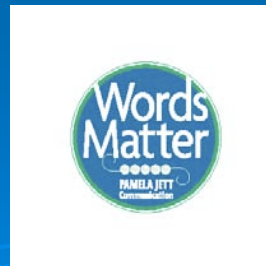
Sincerely,

Dawn Chellel
Conference Manager

P.S. Our Webinars are available on audiotape and CD. You can order them by calling 800-964-6033.

Women's Leadership Series: Power of Assertive Communication

Presented by Pamela Jett, CSP
www.JettCT.com



Communication is like a thread which runs through a pearl necklace. It is invisible. Yet without it, everything would fall apart.

- Pamela Jett

www.JettCT.com

The background is a solid blue color. At the top, there are two horizontal lines, one blue and one green. At the bottom, there is a single green horizontal line. In the bottom right corner, there are three sets of concentric circles, resembling ripples in water, drawn in a light blue color.

Start

Stop

Continue

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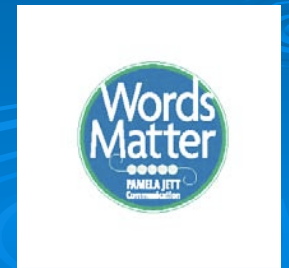


Passive

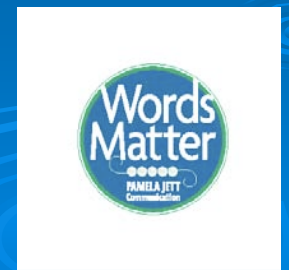
Aggressive



Passive Aggressiveness



Assertive
communication
respects the rights of
both parties



Communicating Assertively – Not Aggressively – For Success

Habits to Break:

Qualifiers

“kind of” “sort of”

Minimizers

“just” “little”



Communicating Assertively – Not Aggressively – For Success

Habits to Break:

Ending Statements with Questions

“don’t you think?”

Raising your Hand in Meetings



Communicating Assertively – Not Aggressively – For Success

Words to Lose:

Sorry

Idea

Suggestion



Superstar Tip!

- Put the Subject of the Sentence First.
- Instead of:
 - “I have a problem with *Jane* getting to work late.”
- Use:
 - “*Jane* comes to work late and it’s a problem.”



How to Say “NO” and Still Come Across as a Team Player

1. Acknowledge the request
2. Decline (clear)
3. Give reasons (brief)
4. Suggest alternatives



How to Say “NO” and Still Come Across as a Team Player

“I recognize this is important and that you could use assistance. Under normal circumstances, I would stay. Today, however, I’m not able to because I have a previous commitment I am unable to break. I will gladly come in tomorrow morning and make it my top priority.”



How to Handle Criticism with Tact and Finesse

- 4 Types of Criticism:
 1. Accurate and well intended
 2. Inaccurate and well intended
 3. Accurate, but not well intended
 4. Inaccurate and not well intended



How to Handle Criticism with Tact and Finesse

Thank you for pointing that out to me.
Here's what I learned.....

And here's what I am going to do
differently next time.....



Voice, Body, Posture, Tone, and Wardrobe – they all matter!

- Use your “power tone”
- Stand and sit up straight
- Look people in the eye



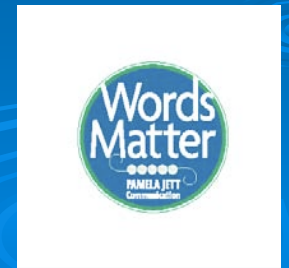
Voice, Body, Posture, Tone, and Wardrobe – they all matter!

- Have a professional handshake
- Stop tilting your head when you smile
- Wear solid colors



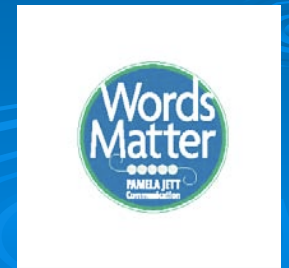
10 Commandments for Getting Along with Others – Even the Most Difficult!

1. Practice “communication compassion”
2. Make more “deposits” than “withdrawals”
3. Know what matters most to you



10 Commandments for Getting Along with Others – Even the Most Difficult!

- 4. Many “difficult” people really just “different”
- 5. Understand “right” vs. “effective”
- 6. Practice Personal Accountability



10 Commandments for Getting Along with Others – Even the Most Difficult!

- 6. Words matter – stop “you make me...”
- 7. Practice a balance lifestyle
- 8. Learn more to earn more
- 9. Attitude matters!



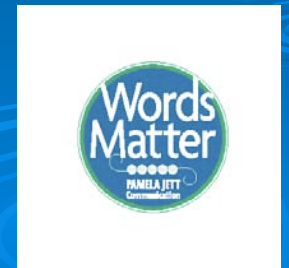
Superstar Tip!

➤ Choose to be Happy!



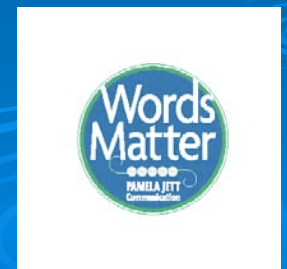
Practical Application

1. Choose 3 things to focus or work on immediately.
2. Declare yourself publicly to someone who will support you.
3. Teach someone you know.
4. Review this program regularly
5. Post your start/stop/continue page



Connect with Pamela Jett, CSP on Facebook, Twitter, and YouTube!

- Visit www.JettCT.com for powerful communication resources and to find out how to bring Pamela to your organization or event.



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Audio Conference Evaluation: (2548)

“Women’s Leadership Series: Power of Assertive Communication”

Thursday, April 8th, 2010 – 1:00 PM ET

** Attention Participants: Our goal is to provide you with exceptional training. We are relying on you, our experts, to provide comments to help us ensure that our conferences & webinars are valuable to our participants.**

If you would like your comments to remain anonymous, do not fill out the contact information below.

Contact Information:

Name: _____ Title: _____ Company _____

Phone: _____ Fax: _____ E-mail _____

1. After attending this conference, do you feel that you gained skills to help you communicate better? _____

Comments: _____

2. What did you find useful in your current situation? What did you find a waste of your time?

Comments: _____

3. Please rate Pamela Jett, the conference presenter, on a scale of 1-5 (1 poor, 5 excellent)?

___ Preparation ___ Verbal Presentation ___ Question-and-Answer Session

___ Expertise ___ Conference Materials

Comments: _____

4. How many people listened in on the conference from the phone line you dialed in from? _____

5. Based on your experience with this conference, would you consider attending a future conference offered by our company?

If no, please explain: _____

6. What is your preferred method of training: (please check one)

___ In Person ___ Audio ___ Webinar ___ Virtual Classroom

7. Do you have any suggestions for improvement? _____

8. Why did you attend this Audio Conference?

___ Topic of Interest ___ Invited/Instructed to Attend ___ Save Time vs. Physical Conference

___ Speaker ___ Educational/Training Value of Topic ___ Participate with Colleagues

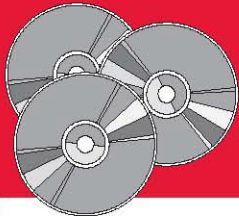
___ Accreditation ___ Price/Value

9. Please rate the following topics that we are considering for upcoming audio conferences ?

(5=very interested, 1=not at all interested)

➤ Women’s Leadership: Power of Projecting Confidence & Credibility – 3 Part Series	5	4	3	2	1
➤ Managing & Leading in Lean Times	5	4	3	2	1
➤ How to Organize Multiple Portals; E-Mail, Blackberries, Social Networks	5	4	3	2	1
➤ Communication Skills: body language, tone of voice, assertiveness	5	4	3	2	1
➤ Anger Management; How to Deal With Snipers, Grippers, & Gossipers	5	4	3	2	1

Thank you for your evaluation and feedback!



Audio Conference CDs

Reduced Price for Paid Attendees

**Supply limited
order today!**

☐ **Yes!** I want to reserve my copy of the
“**Women’s Leadership: Power of Assertive
Communication**” #2548 audio conference at the
special discounted price of only \$99 (regularly
\$199).

Payment information:

☐ Check enclosed for \$ _____
(payable to Progressive
Business Conferences)

☐ Please charge my credit card \$ _____
☐ Visa ☐ Mastercard
☐ AmEx ☐ Discover

Account # _____

Exp. date _____

Signature _____

Contact information:

Name _____

Title _____

Company _____

Address _____

City _____

State _____

Zip _____

Telephone (_____) _____

Fax (_____) _____

E-mail _____

Customer Pin Code _____

*To help us serve you better, please supply all
requested information.*

Rush this form to:

PBC, 384 Technology Drive,
Malvern, PA 19355

For fastest service, call:

800-964-6033 or fax:
215-689-3435



PROGRESSIVE BUSINESS C O N F E R E N C E S

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IMPORTANT AUDIO CONFERENCE INFORMATION

Dear Conference Attendee:

We have received a number of inquiries about audio conferences and the permissibility of copying and distributing materials, recording the conference as well as conferencing of calls to other sites by our listeners. Here are the main questions we receive.

Q: How many people may listen for the \$199 conference fee?

A: The \$199 registration charge is a “per phone line” charge. You may have as many people as feasible gather around one phone and listen to the conference.

Q: May I photocopy, fax or email a copy of my attendee packet to one or more colleagues for the purpose of calling from another location?

A: No. Only one phone line per registration is permitted. The first party to use your unique confirmation code will be the only phone line connected to the audio conference.

Q: May we tape the conference during the call.

A: No. Taping the conference and not purchasing the recording is an infringement on our copyright. However you may purchase the Audio Conference Tape or CD at the special paid attendee discounted price of only \$99 (regularly \$199). This price is reduced for conference attendees only.

We trust that our audience of professionals such as you will respect our legal copyright “on the honor system.” But if we learn of willful violations, we may have to seek legal remedies. If you have questions about the legal use and distribution of our conference materials not answered here, please contact us at 800-964-6033.

Sincerely,

Dawn Chellel
Conference Manager
Progressive Business Conferences