

CENTER FOR FINANCIAL TRAINING & EDUCATION ALLIANCE

Presents a Professional Development Workshop Series in Communication
Communication Skills Certificate for Managers

Session One: Conquering Communication

October 7 in New Gloucester, ME
November 4 in Ellsworth, ME

Developed and Delivered by Lee Ann Szelog
Simply Put, LLC

Session One: Conquering Communication

This highly-recommended session will bring about meaningful improvements in communication skills, and is the best way to begin to build a better understanding of various communication styles and their effects on others. Managers and employees will have the tools to enable them to improve their interpersonal skills and develop stronger relationships, resulting in enhanced collaboration and cooperation.

This program provides every participant the opportunity to gain an understanding of the strengths and weaknesses of various communication styles and the areas that negatively impact one's communication effectiveness. They learn through a dynamic team exercise how to adapt each communication style to more effectively convey information.

This is a very powerful learning experience that has lasting and far reaching results, impacting employees, managers, clients, community members, and the list goes on.....

COMMUNICATION SKILLS CERTIFICATE

CFT's Communication Skills Certificate Program has been developed by Lee Ann Szelog, specifically for any employee in the financial services industry who wants to be a high-performing service provider. Facilitated by Lee, this program is designed to assist employees with enhancing communication and human relations skills, sales skills, service delivery, teamwork and heightening employees' overall contribution to the success of their bank.

The series consists of the five programs listed below. Each program may be attended independently of the others. The first four programs are each four hours in length. The final program, **Speak with Confidence**, is a 2-session 16-hour program. In order to earn the certificate all modules must be completed.

Session One: Conquering Communication

Session Two: Creative Decision Making and Problem Solving

Session Three: Establishing Expectations and Service Standards for Your Team

Session Four: Strengthening Interpersonal Relationships and Motivation

Session Five: Speak with Confidence, Comfort and Conviction

Course descriptions for the remaining sessions may be located at WWW.CFTEA.ORG



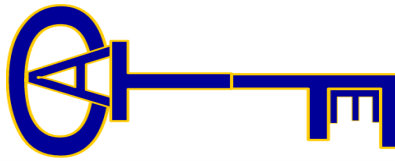
CFTEA is Your KEY to SUCCESS



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Your Program Leader: Lee Ann Szelog, Simply Put, LLC

A professional speaker and award-winning author, Lee Ann Szelog began her life as an extremely shy child. At the age of 7 she decided she wanted to overcome her fear of communicating with people. Since then she challenged herself every day to speak up, write and conduct presentations and overcome her fears. Her persistence paid off; after enjoying a successful 28-year career as a marketing and training executive, primarily in the banking industry, Lee founded Simply Put, specializing in presentations to help people communicate more effectively and live life rather than react to it. She works with companies and organizations of all sizes, focusing on the development and engagement of employees. In 1987 Lee met her husband Tom when their mutual interest in lighthouses connected them. When they wed in 1989 they began their life together living in their dream home, a lighthouse on the Maine coast, which is documented in their multi-award-winning book, *Our Point of View-Fourteen Years at a Maine Lighthouse*, featuring Marshall Point Lighthouse in Port Clyde, Maine. Moving to their second dream home in 2002, a log cabin in the Maine woods, they created the book, *By a Maine River – A Year of Looking Closely*, which explores the natural beauty found in their own backyard.

What students have said about these programs:

“Beyond Expectations!”

“I was very encouraged at the way Lee had everyone in the class interact with the class using examples.”

“The best class certificate program I have EVER attended!”

“I learned a lot and can use what I learned every day, at work and in my personal life too.”

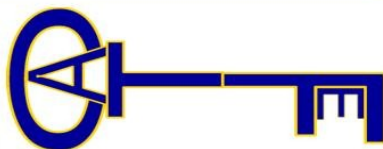
“This class was very helpful and a lot of fun!”

“Lee is amazing and you (CFT) should feel very lucky to have her.”

“I am very excited that I was able to take these classes and hope that they will be available for others to take.

I feel that my self confidence is much better with what I learned.

I still may not be a speaker in front of a group, but feel that if I was asked I could do it “



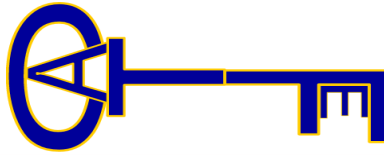
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Registration Information

Tuition for this single program: \$200.00 per attendee, which includes materials. Please register at least one week prior to the date of the program. Cancellation of a registration must be made at least one week prior to the date of the program otherwise the full registration fee must be charged. Participant substitutions may be made. The full registration fee will also be charged for any cancellation made less than one week prior to the date of the program due to *anticipated* bad weather. Should bad weather become a deterrent for any student(s) to attend a class on the day/evening of the program, there will be no charge for the enrollment.

WHEN AND WHERE

Program: 8:30 AM – 12:30 PM

Tuesday, October 7, 2014

Pineland Conference Center

16 Pineland Drive, New Gloucester, ME
(first building on the left of the main entrance off route 231)

Tuesday, November 4, 2014

Bar Harbor Financial Services Building

135 High Street, Ellsworth, ME
(behind the branch office)

REGISTRATION FORM:

Conquering Communication

Name: _____ Last Four Digits of SS#: _____

eMail address: _____ Telephone #: _____

Financial Institution Name and Address: _____

Authorization: _____

Authorizer's eMail Address: _____ Telephone #: _____

Please Circle the program you will be attending:

New Gloucester

Ellsworth

Register Online at: WWW.CFTEA.ORG

SCAN/email to: info@cftea.org OR FAX your registration form to: 207-688-6223

OR mail it to: CFTEA, Auburn Hall Suite 303, 60 Pineland Drive, New Gloucester, ME 04260

Questions?

Call 1-888-366-3242 or 207-688-6225 Email us at info@cftea.org

CFTEA is committed to offering professional continuing education programs in partnership with area Financial Institutions and their employees. We value and deliver a high standard of cost effective educational programs while promoting personal growth through professional development.

The Center for Financial Training reaffirms its standing policy of nondiscrimination in employment and in all programs and activities with respect to race, creed, color, sex, sexual orientation, age, religion, ethnic or national origin, handicap or veteran status.