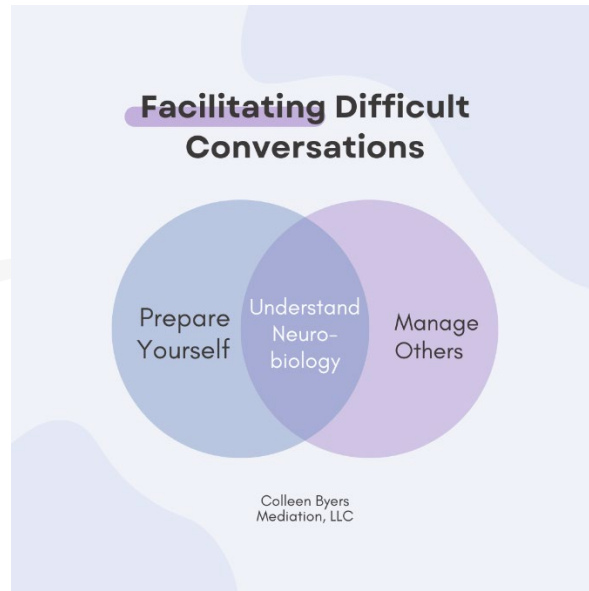


COLLEEN BYERS MEDIATION, LLC

Are You Talking But No One is Listening?

3 Steps to More Effective Workplace Communications

Presented By: Colleen L. Byers, JD, MBA



Step 1 – Prepare Yourself

1. Identify a Clear Goal
2. And Why That Goal Matters
3. Clear Your Space

Step 2 – Understand the Role of Neurobiology

1. Notice the Signs of Amygdala Hijack
2. Take a Mindful Pause
3. Acknowledge

Step 3 – Manage Others

1. Flip the Script
2. Embrace a Beginner's Mind
3. Ask Better Questions