

ADMINISTRATIVE SKILLS WORKSHOP



People Reading:

**The Vital Role Active Listening Plays In
Effective Communication**

Presented by:

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Date: September 14, 2010

Time: 6 – 7 p.m.

(Refreshments/networking 5:30 p.m.)

**Place: 400 Hammond Plaza
Hopkinsville, Kentucky**



**International Association of
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**(1 Recertification
Point)**

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In today's fast-paced and highly communicative business world, admins must interact with execs, customers and clients, colleagues, vendors, and virtual teammates via cell phones, faxes, e-mail, teleconferences, and face-to-face encounters in both real and cyber time. Customers can be wooed or shooed; execs impressed or distressed; teammates buoyed or annoyed. It all depends on you and how well you listen, *really listen*, each time you interface with another individual.