



Wings Chapter – Dayton, Ohio Effective Communication Skills Workshop

Come join us for the workshop: Effective Communication Skills. This one-day program will cover much of the communication content covered in the CPS/CAP exams. This will be an interactive workshop, which will cover the following:

- Verbal and nonverbal communication and how both types need to work together to effectively communicate
- How to give a professional and effective presentation
- Proper business etiquette and personal effectiveness in the workplace
- Gain some tips on business writing
- E-mail is a major source of communication in organizations today. Learn some guidelines on e-mail etiquette

This workshop will be held Saturday, September 30 from 8:30 a.m. to 2:30 p.m. at Wright State University's Kettering Center for Continuing Education, 140 E. Monument Avenue/Suite 317, Dayton, Ohio. The cost is \$50 per person, including lunch. **This course qualifies for Five (5) Recertification Points.**

If you are interested in CPS, CAP, recertification, updating your communication skills or simply want to interact with your fellow IAAP – Wings Chapter members, please plan to attend this workshop for a day of learning and fun!

To register, please call Ellen Purvis at (937) 775-1100. All registrations are handled via phone. Ellen will take registration information along with your credit card information and confirm. **We need a minimum of 20 participants to hold this workshop.** Deadline for registration is Friday, September 22. If you have questions, please contact Annie Jackson CPS/CAP, Certification Chair, at (937) 445-8254 or annie.jackson@ncr.com.

PLEASE NOTE: If we do not have a minimum of 20 participants, the workshop will be canceled and you will receive a credit on your credit card.

Wings Chapter, IAAP

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