

AMM Education presents the following full day session:

# Communicating ... when strangling isn't an option

In a perfect world, everyone would get along. Well, surprise, sometimes we can't even seem to get along with ourselves! What we say and how we say it, whether to colleagues, clients, associates or even family members, determines how successful we are. Those people who can move the conversation forward, stay focused on solution, and can be respectful and purposeful (even when they feel like screaming!), are the ones who enjoy the most respect, earn the most recognition for their ideas, and get the best results. This interactive, intensive and high impact workshop will show you how to do that.

You'll leave this session with at least six actionable strategies to build better, stronger working relationships by communicating with greater clarity and power. Laugh while you learn how you can move almost anyone, at anytime, toward a more positive solution and resolution. This session is specific, practical and hard-hitting!

Participants will:

- Learn to focus on points of agreement - rather than disagreement - by listening more powerfully;
- Eliminate self-defeating negative word tracks from their conversations;
- Ask themselves 3 crucial questions to minimize fight or flight and maintain focus;
- Re-frame messages to get their point across;
- Use the 'You-Attitude' to compel the other person to listen.

### About the workshop leader:

A successful entrepreneur and professional speaker, **Sue Hershkowitz-Coore, CSP**, has presented to more than half a million people over the past 16 years, addressing issues on customer service excellence, change, communication and motivation. A dynamic speaker, Sue mixes practical business applications, constant research, and life experiences, to make a difference in the way you think, communicate and perform. With a foundation in education, a graduate degree in counselling, and a UC Berkeley fellowship, Sue knows



Session #2 of the AMM's 2005 Education Series was held on Friday, March 18, 2005 in Portage la Prairie. Greg Tramley of McCandless-Tramley presented *Decision-Making for Councils and Boards* to a sold-out crowd of 109 participants.

how to connect with you. Her information is practical, immediately usable and focused on empowering you to reach your professional and personal potential.

### Who should attend?

This is a must attend session if you've ever thought of something really good to say - after the fact, if you've ever wondered, "What was I thinking when I said that?," or if you've ever just wished there was an easier way to make your point! This session is open to anyone interested in improving his or her communication skills. Experience Sue in action!

**DATE:** Friday, May 6, 2005

**LOCATION:**

Clarion Inn & Suites,  
1445 Portage Avenue, Winnipeg

**REGISTRATION:** 8:30 am

**WORKSHOP:** 9:00 am to 4:00 pm  
(Includes lunch)

**REGISTRATION DEADLINE:** April 29

*The AMM is committed to offering municipal officials top quality Education Sessions with the industry's leading facilitators. For more information or to comment on any of this year's or future sessions, please contact: Donna Belbin, Events Coordinator; 204-856-2374 or email [dbelbin@amm.mb.ca](mailto:dbelbin@amm.mb.ca)*

## UPCOMING EVENTS

May	
2-4	AMM Municipal Visits (Eastern)
6	AMM Education Seminar - <i>Communicating when Strangling Isn't an Option</i> - Winnipeg
June	
3-6	FCM Annual Conference - St. John's
13	AMM June District Meeting (Northern) - Town of The Pas
14	AMM June District Meeting (Parklands) - Town of Roblin
15	AMM June District Meeting (Mid-Western) - Town of Gladstone
20	AMM June District Meeting (Eastern) - RM of Whitemouth
21	AMM June District Meeting (Interlake) - RM of Armstrong
22	AMM June District Meeting (Central) - City of Winkler
23	AMM June District Meeting (Western) - Village of Glenboro

August	
8-9	AMM Municipal Visits (Northern)
October	
7	AMM Education Seminar - <i>Who's Guarding the Municipal Chequebook?</i> - Winnipeg
12-14	AMM Municipal Visits (Western)
17-19	AMM Municipal Visits (Central)
November	
21-24	AMM 7 <sup>th</sup> Annual Convention - Brandon Keystone Centre

*Don't forget to mark these dates on your calendar!*