

Something New for Supervisors Only

# Say the Right Thing the First Time

Practical, Easy-to-remember  
Communication Strategies for Supervisors

By Kathy Giacalone

## Training Objectives

1. Learn your own Playground Personality, and practice how to recognize others' so that you say the right thing the first time around.
2. Practice using the right combination of words and actions to motivate people at work to get the job done.
3. Apply the "Golden Rule of Communication", avoid miscommunication, and enable people to be more productive at work.

**Register for this training on PDO, Course #53869**

**Two sections available:**

**Wednesday, March 7**

**8:00 a.m. to Noon**

**45 W. Gude Drive, the Maple Room**

**Tuesday, April 10**

**Time: 8:00 to noon**

**45 W. Gude Drive, the Maple Room**

We waste time, money and effort every day when we spend hours unraveling miscommunication episodes between people at work.

The key to more successful communication is understanding your own style and the styles of others. This session provides participants with the missing ingredients so they will use the right words and actions to make their everyday communications more profitable.

Kathy has identified four Playground Personalities©: "the Peacemaker," "the Organizer," "the Revolutionary" and "the Steamroller". Their characteristics are easy to recall and apply. It is important to know yourself first; then it's easy to figure out who's who. Kathy's understanding of the four Playground Personalities© and the ways in which these four distinct types interact makes communicating less complex and saves you time so you can actually get your work done.