

INTERNAL COMMUNICATIONS FOR GREATER EMPLOYEE ENGAGEMENT



FULL-DAY INTERACTIVE SESSION LED BY SANDRA THORNTON, APR AND CELIA SOLLOWS, APR

Our sessions are customized to meet your needs and can include topics such as

- Understanding the importance of internal communications
- Understanding communication styles
- Challenges of face-to-face communication
- Increasing interpersonal communication effectiveness
- Removing communication barriers
- The importance of two-way communication
- Presenting ideas effectively
- Managing difficult situations
- Engaging employees through leadership and management communication
- Using communication to build trust, foster teamwork, and strengthen success of programs and initiatives

This interactive session for 6 to 20 participants will integrate your organization's specific circumstances. To address your needs we will consult with you further prior to the session and customize the session.

Effective internal communication can improve your employee morale, retention, and productivity leading to greater employee satisfaction in your organization.



The Coaches



SANDRA THORNTON is an accredited public relations professional with over 25 years experience in a variety of public and private sector organizations including municipal government. Sandra has won numerous awards for internal and external communications. Sandra consults in strategic communications and teaches for MacEwan University (*including Internal Communications & Organizational Dynamics*) and the University of Victoria. She sits on the board of the YMCA of Edmonton. Visit Sandra's website at www.effective-business-communications.com



CELIA SOLLOWS is an accredited public relations professional with almost 20 years experience and a background that includes work with municipalities and utilities. Celia's experience in internal communications includes work managing the function for organizations like EPCOR, ATCO Electric and ATCO Gas, where employees provided high ratings for satisfaction with communications. Her background includes employee research, developing and implementing internal communications strategies, and organizing employee events to build understanding of business priorities. She has developed and implemented plans to support mergers, divestitures and organizational changes.

Contact Sandra Thornton 780-966-5678, sandra@effective-business-communications.com