



## “What Did You Say?”

### *Learning More Effective Communication*

Presented by Kari Berit, speaker, author, consultant

**DESCRIPTION** Communication is key at work and at home, but it's *not* a skill that comes naturally. To become an effective communicator, we need to look at our own communication style and how we interact with others. We also benefit from learning assertive communication techniques, enabling us to avoid emotional outbursts caused by defensive communication. Communicate in ways that make a huge difference in your work and home life!

**FORMAT  
OPTIONS** Keynote, half-day or part of a staff training retreat

**TARGET  
AUDIENCES** Anyone working on a team

**BENEFITS &  
OBJECTIVES** Learn how to:

- Understand the different communication style strengths and weaknesses
- Identify those “difficult people” and how you can successfully and calmly talk with them
- Recognize when you're getting into defensive communication
- Ask for what you want and need in a respectful manner
- Learn an easy 4-part method of saying ‘No’
- Communicate more effectively with your team members
- Learn how to recognize and talk to other styles
- Build team spirit through supporting each others’ styles
- How better communication can improve self-esteem

**ABOUT  
KARI BERIT** Kari Berit brings her engaging, high-energy presentations to caregivers, older adults, and anyone who will be older tomorrow! Speaking across the country, she wins applause for her sincere, insightful, and fun-loving approach to a serious subject affecting us all. Her experience includes: a M.S. in Continuing Education, a B.A. in Psychology and International Health Care, 13 years as Resident Manager, Dementia Care Director, and Assisted Living Manager in Senior Housing communities, 18 years of teaching and leading programs for older adults. She is the author two books, *The Unexpected Caregiver* and *Attainment's Mental Fitness Instructor's Guide*, and writes a syndicated column, *Acting Your Smarts*. She has been a caregiver to her mother and grandfather.



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