


KEYS TO EFFECTIVE CLIENT COMMUNICATION

No matter what area of law you practice in . . . no matter at what level in your firm you are . . . no matter with what type of clients you interact . . . the one thing everyone has in common is the importance of clear communication. Rapid globalization only makes communication competence more critical.

Perhaps you've found yourself in situations in which you thought you were being crystal clear, but your bosses, employees, colleagues, or clients responded in a way that you didn't expect. Perhaps you didn't understand what someone else was trying to communicate to you. Perhaps you're at a loss when communicating with someone from another culture.

Keys to Effective Client Communication is an interactive 1-hour presentation that identifies key skills for effective communication. Understanding these skills will help you become a better communicator *and* a better attorney – whether you're sending or receiving messages up, down, or sideways:

-  **ACTIVE LISTENING**
-  **CULTURAL AWARENESS**
-  **READING NON-VERBAL BEHAVIOR**

You'll learn some quick tips and techniques that you can take back to your firm immediately and start communicating for results. You can't afford to miss this presentation.

THIS WORKSHOP HAS BEEN APPROVED FOR 1 CLE BY THE FLORIDA BAR

FOR INFORMATION ABOUT OFFERING THIS **FREE** WORKSHOP TO YOUR LOCAL BAR ASSOCIATION, PLEASE CONTACT:

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