



Metropolitan Mechanical Inspectors Association, Inc.
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Thursday October 18, 2018
12:00 PM – 4:00 PM (Lunch at noon)
Ukrainian Cultural Center 26601 Ryan Rd, Warren, MI 48091

Impact Training/Blended Learning 2A/2C - Speaker: Steve Forst

These credits are good for everyone and a great topic!!

1. Identify personal communication style and be able to identify the key elements of communication style in others.
2. Adapt communication style for maximum reception of information.
3. Modify non-verbal messages to create positive and neutral communication environments.
4. Understand the impact of tone and properly manage the tone of dialogs.
5. Review the impact of personal appearance on verbal communication.
6. Understand the concept of communication richness and the disconnects that can occur when richness is diminished.
7. Improve clarity in all verbal communications.
8. Understand the impact of communication skills in customer, team member and leadership interactions.
9. Create personal action plans and strategies to implement the skills and competencies learned.

___ 10/18/2018 IMPACT TRAINING/BLENDED LEARNING	#TBD 2A/2C
___ 12/13/2018 TBD – Technical (HOLIDAY)	#TBD 3T
___ 02/21/2019 TBD – Specialty	#TBD 3 SP
___ 04/18/2019 TBD – Plan Review	#TBD 4 PR
___ 05/23/2019 TBD – Technical	#TBD 3T

PRICES: \$30 Member advanced registration \$35 Member at the door
 \$35 Non-member advanced registration \$40 Non-member at the door

Reservations are highly encouraged to ensure enough space and food are there for you.

Full Name _____ Cell _____

Email _____ BCC# _____

Additional Attendees:

- Name: _____ BCC# _____
- Name: _____ BCC# _____

Payment Method: Check Enclosed Visa Master Card ****Need billing address and zip code****

Name on Card	Credit Card Number	CVV	Exp Date
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Billing address, city and zip code