

# Communicating Clearly

## An Introductory Small Business Workshop

*Do you sometimes think you've said something to somebody, only to find out they've understood something entirely different?* Poor communications in business can lead to costly errors and delays, hurt feelings and upset customers. Small business just can't afford to make these mistakes! The workshop *Communicating Clearly* will help you identify barriers to clear communication and demonstrate effective communication techniques. All skills are easy to learn and can be applied immediately to improve the success of your own business.

### WHO is this Workshop for?

This course has been designed for anyone who owns or is a key employee in a small business in BC today.

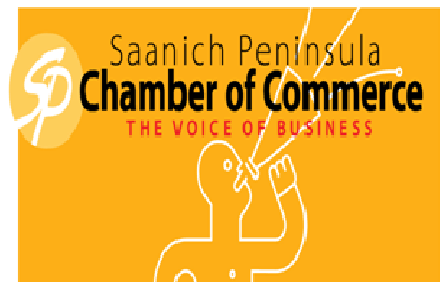
### Workshop Background:

Instructor, Vicki Melville, owned a small business in Sidney for 22 years. Having sold this business in 2006, semi-retirement has given her time to explore other interests and allowed her to pursue her early career as a teacher. Utilizing the experiences of her 22 years in small business, Vicki has created a program for small business owners, entitled *Back to the Basics – Strong Skills for Small Business* of which *Communicating Clearly* is a small section. All workshops are experiential, encouraging learners to develop productive solutions and create new tools to be applied to their own small business situation. Vicki plans to offer more workshops in the future. Please feel free to contact her if you would like more information.

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orkshop  
Topics  
include:

- **Tips on how to make sure your *EMAILS* are read!**
- **Learn how to handle difficult people & reduce *CONFLICT*.**



**Tuesday, Feb. 2, 2010**

**9am to 11am**

Sponsored by Saanich Peninsula  
Chamber of Commerce  
201, 2453 Beacon Avenue, Sidney  
(above Lunn's Bakery)

**To register for this workshop contact  
the Chamber office; 250-656-3616**

**info@peninsulachamber.ca**

**RSVP by Friday, Jan. 29th**

**\$20/person  
includes  
Coffee, tea, muffins  
*Come Early!***