

DEVELOP YOUR PERSONALIZED
ACTION PLAN TODAY

WIN @ BIZ[®]

Develop Effective Speaking
And Listening Skills

WORKBOOK

Growth & Business Coach

David Gabbert



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WIN AT BIZ® WORKBOOK
DEVELOP EFFECTIVE SPEAKING AND LISTENING SKILLS

A TEN E-BOOK SERIES

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Action Step Workbook: Develop Effective Communication Habits

1. Make a list of language you and your supervisors can use to exhibit and generate pleasant working conditions and positive attitudes among your staff.

2. Make a list of language you and your supervisors can use to make people feel good about themselves.

3. Make a list of listening skills you and your supervisors can utilize to improve communication and make employees feel that their opinions matter.

4. First identify the wrong actions which are likely to occur in the workplace and then make a list of positive communication phrases to utilize when correcting the wrong actions. Use this information for a training program for your management team.

Wrong Action	Communication Phrase

From the wrong actions and appropriate communication identified above, develop role-play training scenarios with which to practice positive language and listening skills.

About the Author

David Gabbert

Entrepreneur, business mentor and growth coach, David Gabbert helps business professionals, business owners, new startups, and students learn how to win at business. Self employed for forty-seven years, founder and owner of four million-dollar-plus businesses, and author of ten Win at Biz® business books, Dave offers free business articles about a variety of proven business strategies which compose the basic building blocks of starting and operating a successful business.

Free monthly e-zine subscriptions are available: www.davidgabbertbusinesscoach.com

We welcome your comments and questions: david@winatbiznow.com

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- Book 3: Initiate Effective Financial Management Tools
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- Book 8: Build a Successful Sales Organization
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