

WORDS THAT COULD HURT

With all communication there is:

- * The Intention
 - * The words
 - * The Outcome



When outcomes don't match intentions...Could it be the words?

SO LET'S CONSIDER?:

- *What words could confuse?
- *Powerful words and phrases
- *Questions that build rapport
- *17 words that bring smiles & nods

STORIES THAT WOULD HEAL

STORIES ARE VERY POWERFUL! They can create trust, teach and heal. "Once upon a Time"...what Magic!

Where? *How? *When? *Who?
be the one with fun, intriguing tales!

When: Saturday, October 5, 9:30-4:30

Where: Campbell Location near Winchester

Investment: \$119 till 9/20 \$149 9/20-10/5
Includes materials & lunch



For details and enrollment call: Danni Burton 408-377-8680 or
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