



Effective Communications for Enhancing Customer Experience and Client Satisfaction

PLACE:	123 N Wacker Drive, Chicago, IL 60606 (Please bring ID for building entry)
DATE:	Wednesday, August 16, 2017 Networking and Appetizers 5:30 pm, Presentation 6:15 pm
COST:	Complimentary as a courtesy of: IEEE Professional Activities Committee for Engineers (PACE) IEEE Women in Engineering (WIE) American Society of Civil Engineers (ASCE)
RSVP:	Monday, August 14, 2017 by 5:00 pm (CST) Register Online NOW!! Limited seating available.
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Program Summary

Effective communication enhances customer experience and client satisfaction. But how can you communicate effectively, especially with difficult people? Think of communication as a process, with steps necessary to ensure clarity and understanding. Communication can be expressed in a multitude of ways, the process is complex, and while speech is the most predictable variable, there are other essential mechanics to consider. Dr. Carmen Kimble will discuss the communication process and demonstrate how to communicate in difficult situations with interactive exercises.

