

Jan McLaughlin, CSP is Your Communication Connection

If you're looking for a speaker and trainer who creates lively, interactive and memorable programs, you've come to the right place! Jan helps professionals discover how to create positive responses whether they're:

- Leading an organization, team or meeting
- Working with coworkers or colleagues
- Speaking before a group or one-to-one
- Serving clients, customers or patients
- Promoting a concept, product or service

"Our employees were struck by how well Jan related the content of her Customer Service training to their everyday jobs. I was personally impressed that she kept the entire group engaged considering we had such a large cross-section of experience and knowledge in the room."

—Chris Nelson, Delivery Director, CBRE, Inc.

Do you have what it takes?

An online survey conducted by Microsoft® Office found that the top time wasters for workers are:

- Unclear objectives
- Lack of team communication
- Ineffective meetings

...making them feel unproductive for as much as a third of their work week!

"You have the ability to communicate effectively with a wide variety of personalities and have been enthusiastically welcomed by Service Center Managers and Associates alike."

—Christina Ide, Director of Marketing, North Coast Electric Co.

A survey of HR directors of Fortune 1000 companies found that the most important managerial attributes are

- 78% Excellent interpersonal skills
- 74% Listening
- 63% Persuasion and motivation
- 52% Small group communications
- 57% Presentation skills

"Thank you, Jan, for helping us end a great day of company camaraderie. Your presentation materials and style were exactly the sort of thing our team was looking for."

—Brian Quint, President, Aqua Quip Pool & Spa, Inc.

Wish you were here!

American Association of Medical Society Executives • Aqua Quip Pool & Spa • Alliance Machine Systems International, LLC • Brooks Sports • CBRE, Inc. • Clark Nuber PS • Colorado Parks & Recreation Assoc • Emerald Aire, Inc. • GE Healthcare • IAAP Washington-Alaska Division • IlluminAge Communication Partners • Independent Schools Assoc of the SW • Jamco America, Inc • Lake WA Human Resource Assoc • McKinstry • Navia Benefit Solutions • North Coast Electric Co • NW Association of Independent Schools • Peterson Sullivan LLP • Rancho La Puerta • Seattle Children's • Seattle Executives Association • SMACNA – Western WA • Swedish Medical Center • US Census Bureau • Virginia Mason Medical Center • WA Society of Assoc Executives • WA Society of CPAs • WA State Assoc of Counties • WA State Bowling Proprietors' Association • WA State Healthcare Human Resources Assoc • Western States Healthcare Materials Management Association



www.YourCommunicationConnection.com

Helping professionals create positive responses

It's time to raise the bar on performance!

As a training professional, Jan McLaughlin provides programs that are dynamic, fun, interactive and—most importantly—raise the bar on performance. Participants have opportunities to observe and practice the techniques and skills explored and create an action plan at the end of each program. If they say it; they own it! The added bonus? Retention goes way up.

Bring in Jan to improve results in your organization

Turn to Jan whether you need to improve:

- Communication among coworkers and departments
- Service to customers, clients and patients
- Presentation skills and meeting facilitation
- Leadership and management skills

"Your knack at prompting participation from even the most difficult employees was amazing. Comments from the staff after the sessions were incredibly positive. And best of all, we got the results we hoped for."

*—Laurie J. Hopkins, Manager, Human Resources
Alliance Machine Systems International, LLC*

A graduate of Washington State University, Jan worked as a teacher, retail manager and actress in television commercials before founding the image consulting firm, **J'Ambry**. She was referred to in *The Seattle Times* as a "pioneer in the image industry" and "the most-frequently quoted image professional in the Northwest." At the urging of clients, Jan began adding communication topics to her programs. To further this transition, she worked with the then premier public seminar company, **CareerTrack**, leading workshops throughout the United States, Canada, England, Scotland and Ireland.

To complete this transition, Jan established the firm **Your Communication Connection**. She has earned the Certified Speaking Professional (CSP) designation—the speaking profession's international measure of speaking experience and skill. Fewer than ten percent of the 5,200 speakers who belong to the Global Federation of Speakers earn this designation.

Contact Jan today!

Call: 206.818.6689

Email: Jan@YourCommunicationConnection.com

And please preview Jan at:

www.YourCommunicationConnection.com

"Thank you for sharing your energy, wisdom and expertise at the WSAE 2015 Convention. We received great comments—here's one: 'Best session of the meeting. Incredibly engaging speaker and useful, applicable information!' It was a pleasure working with you. Thank you for being responsive and timely and, above all, thank you so much for contributing to the success of the WSAE Convention."

*—Patty Anderson, IOM, CAE
Executive Director
Washington Society of
Association Executives*

