

Tuesday,
MARCH 25

11:30 a.m. - 1:00 p.m.

Chamber Office - lower level
323 W Main Street, Washington, MO



DIFFICULT CONVERSATIONS W/ CLIENTS & EXTERNAL COMMUNICATION SKILLS /

presented by *Mark Serafino*

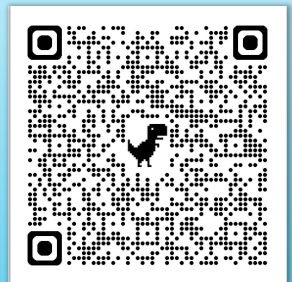
We all know that communication is the key to success. In this session, we'll dive into difficult conversations, and differences between external and internal communication. Mark provides a terrific blueprint for navigating uncomfortable interactions, along with tips for evaluating and improving skills for the future.

Mark Serafino's public speaking career spans over three decades. He is recognized as an award-winning public speaker by Toastmasters International. He is the founder of 'Sincerely Speaking LLC', where he works with businesses and individuals developing winning communication, and leadership skills. He can often be seen serving as master of ceremonies for a variety of public events in and around the St. Louis area. He is also the co-host of a monthly radio program 'Man to Man' which can be heard locally on Catholic Radio. Mark and his wife Valerie have lived in Franklin County for 25 years. They have five children and 5 grandchildren.

Cost: \$20 (includes lunch)

Please RSVP by Monday, March 24 to: hgjesike@washmo.org /
(636) 239-2715 x103 or follow QR Code for online registration

washmochamber.org



The Education Series is organized by the Washington Area Chamber of Commerce with the support of sponsors - Bank of Franklin County and Bank of Washington.

