



2011/2012

PROFESSIONAL COMMUNICATION SKILLS PROGRAM

Ask us
about
on-site,
customized
training.

Call

Lauren Vanett,
Program Director
(415) 817-4246

CE 9079
Fearless Speaking:
Discovering Your True Voice .6 CEU

Lecture/demonstration

Imagine feeling relaxed and confident when you speak in front of a group. Whether you dread the thought of public speaking or are an experienced presenter, **Fearless Speaking** supports you in discovering your own natural speaking style so you can shift out of performance mode and move into comfortable, self-confident, and genuine expression.

This program will help you to:

- speak with greater ease and authenticity
- listen in a new way
- allow your natural magnetism to emerge
- transform performance anxiety into energy that fuels your talk
- enjoy the humor, depth, and grace of our shared human experience

Using the Speaking Circles® model developed by author Lee Glickstein, this class provides an innovative, natural and totally supportive approach to public speaking in a safe, judgment-free setting.

PCS 9140
Becoming a Better Writer:
Grammar & Writing Fundamentals
for Business Communications 2.4 CEU

Online

Becoming a Better Writer: Grammar and Writing Fundamentals for Business Communications is a user-friendly, online writing course for individuals who want to review and improve their understanding and use of the basic principles of writing and grammar. In this eight-week, online course, participants will learn how to: identify and correct ten common business writing mistakes; understand and successfully use punctuation; plan and organize their thoughts; write clearly and with purpose; and become better editors and proofreaders of their own emails and company communications.

SPCH 9002
Dynamic Communicating:
Presenting Your Best Self .7 CEU

Lecture/demonstration

Success depends both on having knowledge and on skillfully communicating that knowledge. This course helps you dynamically present information and interact with others by improving the essential elements of communication: concentration, energy, voice, physical expressiveness, spontaneity, listening, awareness, and presence. A comfortably sequenced use of theater-based techniques develops these skills in an in-depth and integrative way, and allows each individual to realize more:

- clarity in relating thoughts
- effective use of voice and body
- active engagement of others
- appropriate emotional expressiveness
- comfort and self-confidence in speaking

Discussions address participants' specific workplace situations.

For information call Kim Workman,
program coordinator, (415) 817-4247.

To register call (415) 405-7700.

*"I thought the overall structure of **Becoming a Better Writer: Grammar & Writing Fundamentals for Business** was very well organized, very easy to follow, and very intuitive. The editing exercises were very helpful, and the assignments were very reasonable to accomplish. In all, I thought it was a great class and thank the instructor for making it such a pleasant experience."* ~Jeanne, CEL Student



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Faculty

Vince Colvin received his M.A. in English from New York University. He has taught languages and writing for over 15 years at such institutions as Fordham University, Pratt Institute, New York University and City College of San Francisco.

Doreen Hamilton, Ph.D., is a Clinical Psychologist and Training Director of Speaking Circles® International, an organization dedicated to helping people speak more naturally and powerfully. She leads seminars in authentic communication and self-expression in the U.S. and Europe. She is co-founder of the Voice Your Vision training programs and co-facilitator of the Speaking Quest retreats in Hawaii.

Joyce Duffala, Ed.D., has provided communications courses to a wide variety of corporate and organizational clients, and is also on the faculty of the University of San Francisco and U.C. Berkeley Extension. She is co-author (with Edward Viljoen) of *Seeing Good at Work: 52 Weekly Steps to Transform Your Workplace Experience* (Science of Mind, 2004).

What students say about the PCS program

"The tools learned in **Dynamic Communicating: Presenting Your Best Self** will benefit me for a lifetime. I highly recommend this class for anyone at any level."

~ **Tyrone J.**, Communications Manager, City & County of San Francisco

"If you've ever lost your voice, then **Fearless Speaking: Discovering Your True Voice** is where you find it. The class provided a safe and secure environment to live through my biggest fear: public speaking. I'm so glad I took it. I will definitely recommend it to my friends and colleagues."

~ **Terrie D.**, program associate, James Irvine Foundation

"I really enjoyed learning and applying the mechanics and methods of writing that we learned. Being more clinical about my writing made it less emotional and took a lot of the anxiety out of the process for me. This course also served as a great refresher."

~ **Student**, *Becoming a Better Writer: Grammar & Writing Fundamentals for Business Communications*

For Your Information

SF State Extended Learning offers over 30 programs for professional advancement and career change

One program that may be of interest:

Human Resource Management: Fundamental Issues

The Human Resource Management: Fundamental Issues program is designed to provide you with an opportunity to acquire critical information and skills to enhance your job performance if you are already in the field, or give you a solid, practical background if you are planning to enter the field.

Go to www.cel.sfsu.edu for a free brochure.