



This short, round **spitfire** of a woman with a deep New York accent has a **heart** as big as her personality! Attendees everywhere fall in love with this extraordinarily honest and caring teacher.

Merci's unique perspective and storytelling is transformational, thought-provoking and **action**-oriented. This dynamo uses **music** and props to deliver take-home messages that immediately improve the quality of people's lives.

An inspirational motivator, Merci's many careers have given her a wealth of information and experience. She appears regularly on the local network news and has grabbed the **attention** of both local and national media including the Wall Street Journal.

## I'M NOT OK, YOU'RE NOT OK, AND THAT'S OK! Effective Communication in the Workplace.

Being authentic while communicating with the boss and the board,  
the worker and the vendor!

### Participants learn:

- How to make themselves understood the first time.
- Ways to deal with confrontations and miscommunications.
- How we communicate with body language.
- Barriers to attentive listening and how to overcome them.
- How to create positive communication climates.
- How to give effective feedback and well-received criticism.
- The power of effective inquiry.
- To identify filters that affect good communication and how to eliminate them.



*What energy and excitement!  
Merci had the room learning in  
a very lively way!*

Juanita Ecker

*Educational, energizing and  
inspiring are the words that best  
describe Merci's presentation style.  
She teaches empowering concepts  
with concrete steps and examples.  
Participants really join in —  
dancing and playing along!*

Mary Sullivan, Executive Vice President,  
NYS Civil Service Employees Association

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