

What's the Problem?

- Show you it's safe to explain yourself—your *true* self.
- Help you learn to listen and hear and to see so much more.
- Demonstrate how to observe yourself and others through fore-thought; gaining some new points of view and much more productive goals.
- Learn how to prepare and design what you'll communicate.
- Discover alternative communication processes through practical examples, showing you precisely how to put yourself and your ideas across to best advantage.
- Practice these new techniques before you actually use them, allowing you to feel comfortable as you rework your communications skills.

Sounds ambitious? Too much to promise? We'll see.

But first—there's one more piece of information you need.

How Do I Know?

Just like the stranger who walked into your office and told you to change how you always did something, I need to answer your next logical questions: "Who are you? What do you know? Why should I believe and accept your advice?"

I've worked as a communicator all my life, continually trying to solve the puzzle of how to get people—an audience of one or many—to become interested, stay tuned, and then absorb my message. Starting in childhood, as a dancer and musician, creating as well as performing, the challenge was to recognize that my audience doesn't know—or yet care—about this message I'm burning to give them. I needed to find a way, non-verbally, to get them to understand me.

As an adult, the challenge was first teaching the arts and then working with the most difficult audience to capture—the television audience. Producing, reporting on the arts, making films, hosting my own talk show for ten years—the letters (and the ratings!) gave me instant feedback about what works and what goes astray, even with the best of intentions.

So I turned to look at the real world: at what happens to us in our daily lives, at where and how we miss each other, and how I could add