



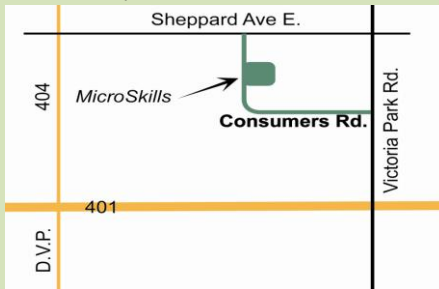
# MICROSKILLS

## CENTRE OF EXCELLENCE

Tuesday November 24, 2009

6:00 – 9:00 p.m.

200 Consumers Rd., 9<sup>th</sup> floor  
Toronto, ON



**Lil Blume** teaches communication workshops in industrial, health care, and education environments and is currently an instructor at the University of Toronto.

For further information about Lil, please see [www.lilblume.ca](http://www.lilblume.ca)

### Workshop Fee:

Regular \$50  
Microskills clients/students \$15  
Non Profit \$40

To register contact:  
416-247-7181  
Brenda x 2331 / Annette x 2342  
[atheatherington@microskills.ca](mailto:atheatherington@microskills.ca)

## Successful Communication In Stressful Moments

- Looking to develop your communication skills in a supportive and women-focused workshop?
- Want to build your confidence?
- Want to network with other women?
- Need to build your leadership capacity?

Stressful moments often occur in the workplace. We might be doing our best and still feel rushed or criticized. This fun, interactive workshop can help you communicate effectively at times when you are under stress.

## BENEFITS

- Learn and practice responses to difficult situations,
- Understand our own response,
- Enhance our listening skills and reduce conflicts, and
- Reduce our stress through better communication.