



Event: Speak So They Listen
Speakers: Jeneen McNally
Date: April 1, 2016
Location: Tennant Co. in Holland, MI
We want to thank Tennant
For their generosity for sponsoring this fantastic event!



The Michigan Lean Consortium (MLC) partnered with Tennant for an event called "Speak So They Listen" with Jeneen McNally on April 1, 2016.



Speak So They Listen!
the art of *respectful* communication

Speak So They Listen
Smart Speaking Series
Speak Up for Success.

Do you find it difficult to speak up?

Are you tired of the conflict?

Are you confrontational?

Are you known for your sarcasm?

Do you feel powerless when someone is sarcastic toward you?

Are you too blunt?

Do you blow up easily?

Are you tired of backing down?

Are you tired of not getting your needs met?

Do you wonder why your employees or colleagues don't tell you what you need to know?

Stepping it Up with Assertive Communication

Workshop Description

This workshop provides you information, tools, and practice time to help you speak and behave assertively.



Who Should Attend

Anyone who can answer "YES" to any of the questions on the left and wants to do something about it.

What You Will Learn

- The differences between assertive, aggressive, passive, and passive aggressive behaviors
- Why people behave the way they do
- How to use four assertive communication tools to help you manage your responses when you're in a tough interpersonal situation

Workshop Duration & Format

- Instructor presentations, group discussions, and practice.
- The duration of this workshop can be adapted to suit the needs of your organization. It can be presented in formats from two to four hours.
- One hour workshops or "Lunch and Learns" include one topic + practice time
- One on one coaching sessions: 1 hour



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Jeneen McNally is President of Speak So They Listen, LLC.

She is an energetic and accomplished corporate trainer, coach, speaker, interviewer, and business developer.

Being able to confidently speak, lead, and engage others is exciting and powerful. Helping people to do this, is Jeneen's passion. Over 20 years ago, she began training people how to use technology. Her desire to teach presentation and interpersonal skills, transitioned to coaching engineers and managers at Toyota, Ford, GM, and internationally for Visteon. She coached foreign nationals (physicians, Dean's, consultants, etc.) to speak clearly and confidently.

As a TV reporter, Jeneen learned to ask the right questions and present a clear, concise story. She further increased her communication repertoire by developing business for a software company and then as the Director of Business Development, at The University of Michigan's Operations Leadership Factory.

Jeneen earned a B.A. in English from Hillsdale College and graduated at the top of her class from Specs Howard School of Media Arts.

Speak So They Listen, LLC.

Helping people speak so they are listened to and understood, in 1:1 conversations, meetings, and while giving presentations.

734.576.3400

Approximately 23 people attended this event in Holland.

The mission of the MLC is to offer a diverse network of knowledgeable lean professionals who come together to share innovative practices. The organization aims to create a lean culture in Michigan to ensure sustainable competitive advantage, which could translate into healthier businesses that offer more job opportunities leading to economic growth in the state.