

# Jan McLaughlin, CSP is Your Communication Connection

If you're looking for a trainer and speaker who creates lively, interactive and memorable programs, you've come to the right place! Jan is an expert in communication—spoken, written and visual. She helps people discover how to positively influence the responses they receive whether they're:

- Leading a team or working with peers
- Speaking before a group or one-to-one
- Motivating or giving feedback to staff
- Serving clients, customers or patients
- Promoting a concept or service

## Do you have what it takes?

An online survey conducted by Microsoft® Office found that the top time wasters for workers are:

- Unclear objectives
- Lack of team communication
- Ineffective meetings

...making them feel unproductive for as much as a third of their work week.

***"Your knack at prompting participation from even the most difficult employees was amazing. Comments from the staff after the sessions were incredibly positive. And best of all, we got the results we hoped for."***

***—Laurie J. Hopkins, Manager, Human Resources  
Alliance Machine Systems International, LLC***

A survey of HR directors of Fortune 1000 companies found that the most important managerial attributes are

- 78% Excellent interpersonal skills
- 74% Listening
- 63% Persuasion and motivation
- 57% Presentation skills
- 52% Small group communications

***"You created situations where people were able to voice concerns, share solutions, and generally get to know one another. You met our objectives for the day and then some!"***

***—William H. Moultrie, President  
Airgroup Corporation***

## Jan counts among her clients

- Alaska Marine Lines • Alliance Machine Systems International, LLC • Brooks Sports, Inc. • Clark Nuber PS • The Customer Service and Support Professionals (CSSP) • Emerald Aire, Inc. • GE Healthcare • Group Health Credit Union • High Tech High Touch Solutions, Inc. • Inn at the Market • Jacobson Jarvis & Co, PLLC • Law Enforcement Information and Records Association (LEIRA) • McKinstry • North Coast Electric Company • Northwest Hospital and Medical Center • Peterson Sullivan PLLC • Rancho La Puerta • Seattle Children's • Sheet Metal and Air Conditioning National Association (SMACNA) – Western Washington Inc. • Sparling • Swedish Medical Center • Washington Employers Association • Washington Society of Association Executives • Watson Furniture Group •



**[www.YourCommunicationConnection.com](http://www.YourCommunicationConnection.com)**  
***Helping professionals create positive responses***

# It's time to raise the bar on performance!

As a training professional, Jan McLaughlin provides workshops that are dynamic, fun, interactive and—most importantly—raise the bar on performance. Participants have opportunities to observe and practice the techniques and skills explored and create an action plan at the end of each workshop. If they say it; they own it! The added bonus? Retention goes way up.

## Bring in Jan to improve results in your organization

Turn to Jan whether you need training to improve

- Communication among co-workers and departments
- Provide customers and clients with exceptional service
- Or polish presentation skills

*" You have the ability to communicate effectively with a wide variety of personalities and have been enthusiastically welcomed by Service Center Managers and associates alike."*

*—Christina Ide CCP, SPHR*

*Director of Training & Human Resources  
North Coast Electric Company*

A graduate of Washington State University, Jan worked as a teacher, retail manager and actress in television commercials before founding the image consulting firm, **J'Ambry**, in 1976. She was referred to in *The Seattle Times* as a "pioneer in the image industry" and "the most-frequently quoted image professional in the Northwest." At the urging of clients, Jan began adding communication topics to her programs. To complete this transition, she worked with the premier public seminar company, **CareerTrack**, leading workshops throughout the United States, Canada, England, Scotland and Ireland.

In 1992 Jan created **Your Communication Connection**. She has earned the Certified Speaking Professional (CSP) designation—the speaking profession's international measure of speaking experience and skill. Fewer than ten percent of the 5,200 speakers who belong to the Global Federation of Speakers earn this designation.

## Contact Jan today!

**Call: 206.328.0080**

**Email: Jan@YourCommunicationConnection.com**

**Or visit us at:**

**[www.YourCommunicationConnection.com](http://www.YourCommunicationConnection.com)**

*"You continue to impress us with your personal attention in understanding our business and focusing your presentations on our particular needs."*

*—James R. Duncan, PE, FACEC  
Chairman and Chief Engineer  
SPARLING*

*"Our employees consistently rate Jan's training as outstanding based on her personal and dynamic delivery method and the relevance of her material."*

*—Leslie Miller  
Corporate Development Manager  
McKinstry*

