



DISCOVER YOUR STRENGTHS & THE STYLE OF YOUR COMMUNICATIONS: PART I

BUS.200.1.40 INSTRUCTOR: NYDA BITTMANN-NEVILLE

Name of Course:	Discover Your Strengths and the Style of Your Communications: Part I		
Course Number:	BUS.200.1.40 (4 One-Hour Classes)		
Instructor(s):	Nyda Bittmann-Neville		
Hours/CEU Credit :	.4 credits		
Course Start Date:	Tues., Oct 26, 2010	Course End Date:	Tues., Nov. 16, 2010
Pre-Requisite Course For:	1. Discover Your Strengths & the Style of Your Communications-SMP-Part II 3. Proper Exercise and Its Role in Fat Loss 4. Misc. Hints Helps and Ethics 5. Thorough Inroad 6. The Ten Requirements of Full Range Exercise		
Class Size:	Minimum: 8	Maximum: 10	
Course Registration Cut Off Date:	Course Cancellation Date: If a minimum of 8 students have not registered by 5:30 pm EST, Wednesday, Oct. 13, 2010 the course will be cancelled.		

Specific Course Dates – Please Mark Your Calendar

All Students				
Classes	Month	Day of The Week	Class Dates	Class Begin and End Times (Select Your Time Zone Below)*
Class # 1	Oct.	Tues.	10-26-10	4:30 to 5:30 pm Eastern
Class # 2	Nov.	Tues.	11-2-10	3:30 to 4:30 pm Central
Class # 3	Nov.	Tues.	11-9-10	2:30 to 3:30 pm Mountain
Class # 4	Nov.	Tues.	11-16-10	1:30 to 2:30 pm Pacific
<i>Note: Daylight Saving Time is November 7, 2010</i>				

A. Course Description This course explores communication styles and skills which enable the SS and SSZ instructors to improve communication and connection with their clients, prospects, and colleagues. An important part of this course is putting into practice what you learn in the course with your clients.

B. Course Purpose: The purpose of this course is to assist SS and SSZ instructors to discover (or re-discover) your own communication style; learn to recognize your strengths and limitations; increase your existing communication skills through 'style shifting' which means deliberately shifting your speaking on the fly to ensure effective communication with the other person; enhance your ability to ask questions to improve your listening skill.

C. Learning Objectives

1. Learn about different communication styles.
2. Learn the different ways we communicate beyond 'body language'.
3. Explore ways we communicate from our strengths and from our limitations.
4. Enhance your listening skills for a better and broader connection with the other person.
5. Learn how to implement new techniques to effectively communicate with a wider range of people.
6. Enhance your skills for diffusing or resolving conflicts.
7. Increase your ability to 'style shift' meaning adapting your *communication delivery in a deliberate manner* to have better communication and connection with the other person.



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D. Learning Outcomes

1. Increase your skill to learn to recognize communications styles by various attributes.
2. Increase your skill on how to identify the strengths and weaknesses of your own and also the styles others.
3. Increase you skill to learn to shift and respond effectively.
4. Increase your skill to learn how to utilize the tools to become a more efficient communicator.
5. Increase your skill with interactive class practice and put into action effective listening and questioning skills.

E. Topics

1. Defining communications.
2. Exploring the ways we communicate.
3. Tools of an effective communicator.

Key Learning Point(s)	1. Identify the strengths and limitations of your own communication style.
	2. Understand the characteristics of others.
	3. Learn to recognize styles and respond effectively.
	4. Communication styles:
	- Strengths.
	- Weaknesses.
	- Opportunities for improvement.
	- Improve upon asking effective questions
	- Enhance your existing listening skills

F. Class Structure:

Three 1- hour Teleconference Classes:

- Class # 1: 60% Class Leader Presentation – 40% of Student Presentation
- Class # 2: 50% Class Leader Presentation – 50% of Student Presentation
- Class # 3: 40% Class Leader Presentation – 60% of Student Presentation
- Class # 4: 40% Class Leader Presentation – 60% of Student Presentation

G. COURSE TELECONFERENCE CLASS HOURS (Important Class Preparation Notice)*

Total Hours Teleconference Class (Distance Learning): .4 CEUs	Before Class 1: Reading/Preparation Appx. 30-45 minutes	Total Class Hours: 4 Plus Prep Time: Appx. 30-45 minutes	Total Evaluation Time: Appx. 15 min.
Important Note: Preparation Before Class required for successful class participation	At Time of Registration:		Required Assignment(s) before Class One:
	<ol style="list-style-type: none"> 1. Once registered you will be sent the Pre-Class Self Assessment by Email and the Strength Deployment Inventory (SDI) by mail. Your courseware will be sent to you electronically (email with a pdf attachment) 2. Contact registrar if you need assistance with completion of your SDI. 		<input type="checkbox"/> Fax Completed Self-Assessment and SDI to Registrar by date indicated in your assignment



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H. HARDWARE REQUIREMENTS: <input type="checkbox"/> Computer <input type="checkbox"/> High Speed Data (DSL, Broadband, Satellite, etc.) Telephone
Software Application Requirements: Everything Below Applies – You Must Have Some or All of The Following <input type="checkbox"/> I HAVE Word For Windows. <input type="checkbox"/> I HAVE Acrobat Reader for My PDF. <input type="checkbox"/> I HAVE Internet Access with Sound.
Teleconference Course Number: Call: TBA PIN #: TBA then press #

I. COURSE FEE – DOES NOT INCLUDE COURSE MATERIALS
<input type="checkbox"/> COURSE FEE \$150 per student
Required Course Materials
<input type="checkbox"/> Courseware: \$25 (Includes: SDI Instrument and US* shipping) Courseware will be sent electronically (email). <input type="checkbox"/> International* Courseware Shipping: Email Registrar at registrar@superslowzone.com to confirm cost at the time of enrollment.
TOTAL COST FOR REGISTRATION & COURSEWARE: \$175
<input type="checkbox"/> Cost For Make-up Class: \$25 (only <u>one</u> class make-up permitted) (Students will contact Registrar registrar@superslowzone.com to make arrangements for access to an archived online (pass code-protected) recording of the class. Once access has been granted, students will have 5 business days to view the class before pass code expires. Please refer to page 7 of the Frequently Asked Questions on SSZI.com for more details about make-up classes.)

J. CEU Course Policies and Procedures	
1. What if I need to cancel taking this course?	If you are unable to take a CEU Course that you have registered and paid for, then you must cancel 2 weeks (14 calendar days) before the first class or forfeit the entire class fee.
2. How to cancel taking this course – What to do:	1. Email: registrar@superslowzone.com 2. The following information must be included: Your Name, Your Telephone Number, Your e-mail Address, Date Course Begins, Name of Course, Course Instructor.
3. Confirmation of your Course Cancellation	You will receive a confirmation by email or regular mail that your cancellation has been received, and you will be asked to acknowledge that you have received this notice. ▪ If sent by email, we will use the email address that we have on file for you when you registered unless otherwise indicated.
4. Administrative Fee (for your course registration, un-registration, class logistics, coordination with instructor, etc):	There is a non-refundable \$35 administrative fee for each course that is cancelled regardless of when the cancellation is made.
5. Rescheduling Fee (rescheduling from one to another, logistics, coordination with instructor, etc.)	If you <u>reschedule</u> a substitute course <u>at the time you cancel your course</u> , you will pay only the rescheduling fee (\$25) and <u>not</u> incur the Administrative Fee above.
6. Refund Policy: This course is refundable – See Refund Terms	Refund Terms: If a refunded course fee is applicable, you will receive your refund within 30 calendar days of your cancellation notice. Not all courses are refundable.

K. CEU Course Evaluation REQUIRED
In compliance with IACET guidelines, prior to issuing your Continuing Education Units (CEUs), the SuperSlow Zone Institute (SSZI) is required to receive your completed assessment of the course you registered for and participated in within three (3) business days of completing your course. Your evaluation will be placed in your student file and a copy will be sent to Dr. Scott Preissler, Compliance Officer. Additionally your assessment will be used to give each instructor feedback on how registrants perceive him/her regarding teaching excellence. The confidential results of all evaluations will be tabulated and made available to faculty, through Continuing Education and Compliance (CECI) division of SSZI to help monitor the quality of learner’s outcomes of their instructional experience.

L. SSZI Staff and CEU Course Instructors Maintain Professional Standards of Conduct



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All SSZI Staff and Instructors will ensure they fulfill the highest professional standards of professional conduct and do not discriminate against learners in any way whatsoever. SSZI Members will evaluate these standards at the end of each Post Course Evaluation.

M. Notice To, And Agreement With, CEU Course Instructors And SSZI Members Regarding Intellectual Property Rights

The only authorized use of the CEU course materials, in whole or part, is The SuperSlow Zone, LLC®. No part of the CEU course material or the materials contained therein may be used for any commercial application or to generate income or profit for any individual or organization without written permission from The SuperSlow Zone, LLC. In 2004, The SuperSlow Zone, LLC became the exclusive licensor of the SuperSlow® registered trade mark and was awarded by United States Registered Trademarks The SuperSlow Zone, LLC registered trade mark. Since the, The SuperSlow Zone, LLC has carefully protected these marks, the CEU course materials and other intellectual property, by displaying the registered trademark seals on each document.

The name SuperSlow® and The SuperSlow Zone, LLC® are an integral part of each CEU course and are registered trademarks and as such are protected by federal law. In addition, all of our materials are federally registered with current copyrights. This agreement prevails in its entirety should the CEU course instructor quit teaching for SSZI and/or if the SSZI Member quits being a member of SSZI. Any audio recordings of our classes are strictly prohibited with the exception of audio recordings by The SuperSlow Zone, LLC which use these for quality assurance purposes.

N. Notice To SSZI Members About Your Records

Each student's permanent records for attending, and successful completion of the CEU course, or not, will be updated throughout the course by the Administrator as student's fulfill the CEU completion requirements stated in the CEU course description and enrollment form and course material.

At the completion of the CEU course, student's permanent records, their transcript, will be updated within five (5) business days as to a successful completion of the CEU course, or not. The Administrator will email each student: 1) CEU course information 2) the percentage of one CEU awarded 3) a CEU course completion certificate.

The above state information will become part of the student's permanent record. The student may request a copy of each CEU course completion information by contacting the Registrar registrar@superslowzone.com. Allow up to three business days for a response from the Registrar.

If a student fails to fulfill all of the standards required for a successful CEU completion, the email to the student will state: 1) the required CEU completion standards and 2) which of the standards the student failed to fulfill.

Issuance of Student' Transcripts:

The student can request a copy of their transcript with a signed letter requesting this by faxing Registrar at (866) 687-7585. Please state your name and the dates or date ranges for the requested transcript. Allow up to three business days for a response from the Registrar. The student's transcript will only be issued to the student of record.

O. CEU Course Instructor's Effective Feedback To Students

CEU course instructors will give effective feedback to each student to the standards stated in the course material. One objective of our CEU course design is to have highly interactive courses in with student-to-student interactions such as Teach Back presentations, Study Buddy Session and Debriefers, and student-to-instructor engagement through 'hot lightning round', randomly calling on students with questions, feedback, etc. This design facilitates the learner achieving their learning outcomes and enables the instructor do their part in assisting the learner in achieving their learning outcomes. Effective feedback, based on the standards stated in each CEU course material, from student-to-student and from instructor-to-student, is essential for assisting the students in achieving their learning outcomes.

