



Get More Mileage Out of Quick Bites  **EDGE**

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Quick Bite: December 7, 2010 Tips for Terrific Talking

11:00 a.m. – 12:00 p.m. EST
Speaker: Andy Janning

Most of us harbor a fear of “public speaking” that ranks right up there with insects, heights, and IRS audits. We’d do anything to avoid getting in front of a group and talking. After all, “public speaking” is best left to teachers, politicians and famous folks, right? Not really. We’re all “public speakers” to large and small audiences every day – to members, potential members, other employees, vendors, even loved ones. How we speak to those people, and present ourselves and our message, goes a long way in determining the quality of our relationship with them. This session will cover how to send clear verbal and non verbal messages while the second part of the session shows you the seven steps that help you deliver real presentations, to real audiences, that get real results!

Speaker: Andy Janning has spent nearly 20 years in financial services, with experience as a teller, operations specialist, branch manager and trainer. Hired by FORUM Credit Union in 1998 to create both a training department and corporate university from scratch, Andy led the development and delivery of over 500 hours of new training and development to support FORUM’s \$700 million in asset growth over the last ten years. In 2009, he was named to Training Magazine’s Top Young Trainers list.

Location: Via Telephone (11:00 a.m. to 12:00 p.m. EST)

Educational Investment: \$109.00 per telephone connection. *Unlimited Listeners and Free Audio Archive*

******You must be registered for this session to hear the audio-recorded version and receive handouts.******

AUDIO ARCHIVE! Can’t tune in today? This session will be available on-line for **30** days after activation.

To enroll, you may complete and fax our **General Registration Form** (found on the Web site) or **send an Email to mzelinsky@njcul.org**. Please include Participant Name(s) and Cost to your credit union.

If you have any additional questions, please do not hesitate to contact the Education and Training Department at 609-448-2426 x100.