

How to Communicate With Confidence, Clarity and Credibility

These conference materials are intended to accompany
the live audio program, CD or mp3 of the same title



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About Merge

Merge Gupta-Sunderji turns managers into leaders. A professional speaker, author, radio commentator, and consultant since 1988, Merge gives people specific and practical tools to help them achieve leadership and communication success. Over 37,978 managers in four countries have participated in her engaging keynotes and facilitated workshops and obtained and practiced the tools to achieve leadership success.

Merge's client base is broad and varied including numerous professional associations, and mid-to large-sized corporations in the financial, energy and natural resources, and government sectors. Just some of her over 200 satisfied (and in most cases, repeat) clients include Capital One Financial Corporation (worldwide), Shell Oil, Mercer Human Resource Consulting, Certified General Accountants' Association of Canada, QVC Inc., Honeywell, Promotional Product Professionals of Canada, the International Association of Business Communicators, and Meeting Professionals International (MPI). With Meeting Planners International, Merge is one of only 43 people in North America to be recognized as a Platinum Series speaker.

Merge's insights come from first-hand experience. As a leader at one of Canada's premier oil and gas companies for over fourteen years, and a Board leader at a Credit Union for three years, she offers a unique blend of realism and humor that consistently engages and entertains her audiences! For almost two years, she was the well-known voice behind the national CBC radio column *The Softer Side of Business* heard coast to coast across Canada on CBC Radio One. She's an award-winning published author, writing for many well-known organizations and publications, including the very popular *Merge's Monthly Mega Minute*. The second edition of her book titled *Why Does the Lobster Cast Off Its Shell?* was published in July 2009. She has released an entire Leadership Series of educational audio CDs including titles on *Effective Delegation Skills*, *Making the Transition From a Technical to a Leadership Role*, *How to Effectively Manage Off-Site Employees*, *How to Make Your Meetings Useful and Productive*, *How to Give Effective Feedback*, *Having Difficult Conversations With Your Employees & Co-workers*, *Overcoming Negativity in the Workplace* and *How to Coach a Winning Team at Work*. She is presently working on her latest book, *Power Tools for Leaders: Practical Strategies and Tactics to Build People*, a hands-on practical how-to guide for managers and supervisors.

Merge is a proud professional member of the International Federation for Professional Speakers, and holds her Certified Speaking Professional (CSP) designation. The CSP designation is an international measure of speaking and platform excellence and is awarded only to those accomplished speakers who meet strict criteria and have a proven record of delivering client satisfaction. Less than 10% of the speakers who belong to the worldwide federation hold this professional designation.



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Enhance your credibility

- Make communication a two-way process

One guaranteed method to improve your communication = _____

- Six “magic” words and phrases that will advance dignity, respect and influence in all your interactions

1.

2.

3.

4.

5.

6.

- Seven ways to use body language to reinforce your message

1. Go to the same level

2. Nod appropriately

3. Lean forward

4. Make eye contact

5. Smile!

6. Have an open posture

7. Touch appropriately



- First impressions count!
 1. Smile!
 2. Make eye contact
 3. Dress a notch above
 4. Use people's names
 5. Ask open-ended questions

Deliver it with confidence

1. Think positively
2. Be prepared
3. Focus on your audience
4. Focus on your message
5. Take advantage of opportunities to speak
6. It's okay to say "I don't know"
7. Pause to compose your thoughts
8. Use the three F's: Feel – Felt – Found

