

## ***Communicate with Confidence***

Often a firm's leaders are promoted from within and although they have the technical knowledge to excel, they lack an understanding of the importance of interacting with clients and team members. This session provides an overview of successful interpersonal communication skills including oral, written, and non-verbal communication skills and the impact they have on our interactions. Lisa will also address active listening and questioning skills.

### **Speaker: Ann Christoffersen**

Ann has been an RGI Consultant for 17 years and has been in the technical communication field since 1990. She has developed and delivered written and oral communication skills courses in both the United States and Canada.

She holds a BS in Computer Science and Mathematics from Clarkson University and has a Masters of Science degree in Instructional and Performance Technology from Boise State University. She is a Certified Human Performance Analyst specializing in Front End Analysis, developing training programs to support major systems acquisitions. Ann is retired from the US Army Reserve, with over 20 years combined service from Active Duty, National Guard, and Reserve components.

Ann has been a technical writer for Accelerated Technology, Inc. working with programmers and customer support to develop effective user guides. As a consultant, she has worked with companies to comply with various portions of the Americans With Disabilities Act. She was also an outreach instructor for South Western Oregon Community College and the University of Southern Alabama teaching business writing skills and editing skills. Ann has also worked with the IEEE press reviewing and editing several books prior to publication.

Ann teaches regularly to the General Electric, APEGM, Manitoba Hydro, SaskTel, and TetraTech, an engineering consulting firm. Her teaching experience is extensive, across varied audiences, and she has mentored many other presenters.



*Where great minds  
meet to form  
great ideas.*