



Getting Your Library Message Across

Workshop Agenda

Roberta Perry

RPerry2121@aol.com

Instructor

An Infopeople Workshop

Welcome

- ◆ Introductions
- ◆ Needs Assessment
- ◆ Review the Day's Agenda & Handouts

Back to Basics:

- ◆ Know Your Audience, Your Purpose, and Your Environment

Careful Your Non-Verbals are Showing!

- ◆ Importance of Non-Verbal Communication

Effective Delivery:

- ◆ Delivery Techniques
- ◆ Active Listening Techniques

Communication Situations:

- ◆ Speaking Off the Cuff!
- ◆ Selling Your Idea
- ◆ Working with the Media

Resources

Summary and Evaluation