



CLEAR COMMUNICATION
INSTITUTE INC.

COMMUNICATE CLEARLY, IMPROVE YOUR BOTTOM LINE!

Dr. Patty Malone, Ph.D.

Speaker, Trainer, Professor, Author

949-200-9064



Dr. Patty Malone

CLEAR COMMUNICATION INSTITUTE INC.

A few words that describe Dr. Patty Malone

“Exceptional, engaging, knowledgeable, dynamic, interactive, skilled”

About Dr. Malone:

Dr. Patty Malone is committed to helping companies and entrepreneurs increase profits, sales, and promote business growth through clear productive communication. She specializes in helping companies prevent and clear up miscommunications, communicate effectively across teams, departments, hierarchical levels, generations and cultures. Strengthening relationships and connection provides the foundation for businesses to flourish and creates a culture where people want to be.

Patty has more than 25 years experience in the field of communication as a corporate trainer, speaker, author, sales director, and TV News Anchor. She currently teaches at California State University Fullerton and the University of California at Irvine where she teaches courses in all areas of organizational communication and conflict resolution. In addition, she is a frequent TV News, talk show, and radio guest. She is currently working on a book based on her research “Backstabbing and Envy in the Workplace.”

Degrees in Communication:

- Ph.D. in Communication Studies from the University of Texas at Austin with a focus on dysfunctional communication. Dissertation: “Communicative Responses to Envy in the Workplace.”
- Master of Science in Speech Communication from the University of Southern Mississippi in Hattiesburg with a focus on dysfunctional communication and conflict. Thesis: “Organizational Conflict: Coworker Backstabbing.”
- Bachelor of Arts in Speech Communication from California State University Sacramento

Patty has won numerous awards for her news, sales, corporate, and academic achievements.

As Seen On



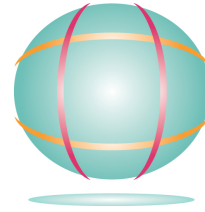
How To Work With Dr. Malone:

Presentations Offered As:

- Trainings
- Keynotes
- Breakout Sessions
- Full Day and Half Day Interactive Workshops

Other Services:

- Executive Coaching
- CEO Coaching
- Conducting Effective Meetings
- Building Strong Teams Virtually
- Emcee
- Panelist
- Moderator
- Interviewer



To book Dr. Malone for speaking, training or coaching visit www.drpatrymalone.com or call (949) 200-9064
Email: info@drpatrymalone.com

Clear Communication Presentations for Businesses and Associations3:

• **Clear Communication Increases Profitability**

Unclear communication costs companies millions of dollars every year in wasted time, decreased productivity, missed deadlines, and employee turnover. In this interactive presentation, Dr. Patty Malone will show you how poor communication occurs and how to replace it with clear communication, whether in simple everyday interactions or major projects. Clear communication can increase productivity, reduce mistakes, build trust, strengthen relationships across teams and with clients, create satisfied long-term customers, foster happier employees, and ultimately increase profits. Avert the three most costly communication mistakes, create a culture where employees want to be, and increase your company's profitability. You'll leave Dr. Patty Malone's interactive talks confident that you can communicate clearly, eliminate costly communication mistakes, and increase profits.

• **Transform Resistance into Support During Organizational Change**

Would you like to get employees on board when making a change in your organization instead of having them fight you every step of the way? Whether you're introducing a new technology, a change in management, or a major restructuring or merger, employee reaction can make or break the success of the transition. Learn how and when to communicate the change, how to gain employee support, and how to avoid communication mistakes that alienate the workforce.

• **Turn Conflict Into Cooperation**

Is conflict interfering with employee job satisfaction, slowing down production, and making the workplace environment unpleasant? Are people arguing, having personality clashes, or are some employees just difficult to work with? Conflict is contagious and can have a powerful negative impact on a company's productivity, profitability, and public image. This presentation shows what steps to take to defuse conflict before it gets out of hand and how to turn destructive conflict into constructive conflict, which strengthens relationships and turns barriers into opportunities.

- **Simplify Complex Information Into Clear Presentations**

Do you have a technical or complex message you need to convey to an audience who may have trouble understanding it? Oftentimes the message is clear to the presenter, but not to the audience, whether it is an audience of one or one thousand. This presentation shows companies how to present complex information clearly and concisely, and how to make complicated material simple and easy to understand. It also helps shy employees to speak with confidence, captivate the audience, and produce intended results, which translates into saving and making more money.

- **Create Cohesive Teams**

Are your team members making decisions and solving problems at peak efficiency to meet your organization's needs and goals? You'll learn what communication barriers can slow teams down, how to avert them, and how to stimulate critical, creative, and innovative thinking for better solutions. Specific steps are given to improve brainstorming and avoid groupthink, which can have expensive and dangerous consequences. You'll learn how to build a team that communicates clearly, works more efficiently, and produces better results in a timely manner, which will make your company money.

Clear Communication Presentations for Entrepreneurs and Sales People:

- **Increase Profits and Grow Your Business**

Do you want to grow your business and increase your profitability? How are you communicating with your clients, potential clients, leads, and networking associates? You are likely leaving customers and money on the table and don't even know it because of costly communication mistakes. Miscommunication shows up as dissatisfied customers, lack of new customers, loss of customers and sales, ineffective marketing results, and wasting time and investments, all of which impact your bottom line. In this interactive presentation, Dr. Patty Malone will show you how poor communication occurs and how to replace it with clear communication, whether in simple everyday interactions or major projects. Clear communication reduces mistakes, builds trust, strengthens relationships with clients and leads, creates satisfied long-term customers, and ultimately increases your profits. You'll leave Dr. Patty Malone's interactive talk confident that you can communicate clearly, eliminate costly communication mistakes, grow your business, and increase profits.

- **Increase Sales and Attract More Clients**

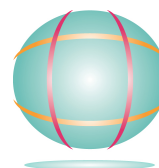
Do you want to substantially increase your sales and attract long-lasting loyal clients? You may be driving away both sales and customers by the way you are communicating with them. In this interactive presentation discover processes to communicate clearly and effectively to strengthen relationships with clients, leads, and networking associates. Avert the top three communication mistakes salespeople make that cost customers and profits. Take specific steps to listen and connect with others to increase business and profits. Learn how to communicate to increase customer satisfaction and attract more customers. You'll leave Dr. Patty Malone's interactive talk confident that you can communicate clearly, eliminate costly communication mistakes, attract more customers, and increase your sales and profits.

Corporate Training Programs:

• **Transform Resistance Into Support During Organizational Change**

Research shows 70% of organizational change efforts fail due to miscommunication. Costs of poor communication during an organizational change include delays and missed deadlines, incomplete projects, unhappy customers and loss of clients, sluggish productivity and loss of valued employees, stalled implementation and lost investment. Organizations undergo constant change in today's complex business environment from introducing new technology or processes to change in structure, management, mergers and downsizing, which typically prompts resistance from employees due to lack of communication, the timing of communicating the change, and how the change is communicated. This training will show companies specific steps of how and when to communicate the change, how to gain employee support, and the communication mistakes to avoid that alienate the workforce.

- Create a smooth transition during the change process
- Implement effective methods to communicate change
- Turn employee resistance into support
- Bring organizational culture into alignment with change
- Effect comprehensive and lasting change
- Retain valuable employees
- Foster happy employees, customers, and stakeholders
- Increase productivity and profitability



• **Turn Conflict Into Cooperation**

Is conflict interfering with employee job satisfaction, slowing down production, and making the workplace environment unpleasant? Are people arguing, having personality clashes, or are some employees just difficult to work with? Conflict erodes relationships and the work climate beyond those immediately involved. It's contagious and depending on its extent can have a powerful negative impact on the company image. Customers don't like to interact with companies that are having problems, especially if the media becomes involved. Today's powerful social media involves the customers and the public immediately. Depending on the extent of the conflict, lawsuits and liability can also become an issue. This can include such things as harassment, prejudice, and bullying. All of this can impact the company's bottom line profits.

This training will show companies how to defuse conflict, turn destructive conflict into constructive conflict, prevent negative fallout from conflict to employees, stakeholders, customers, and the media. Ultimately it will help improve the working environment, how people get along, productivity, and profitability.

- Build trust and cooperation during conflict
- Strengthen relationships rather than divide people
- Deal with challenging employees and explosive situations
- Change destructive conflict into constructive conflict
- Defuse impact of negative employees on work environment
- Create a positive productive work environment with employees who get along
- Prevent work slowdowns, decreased productivity, and high absenteeism
- Improve morale, create pleasant working environment that attracts good workers.
- Generate more profitability

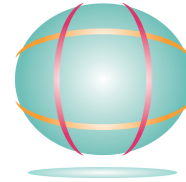
Corporate Training Programs:

• **Create Cohesive Teams**

Enhance decision-making and problem-solving efforts among team members to help meet organizational goals more quickly and effectively. Recognize communication barriers, which slow this process down, and take steps to avert them. Stimulate critical, creative, and innovative thinking for better solutions. Discover specific steps to improve brainstorming and avoid groupthink, which can have expensive and even dangerous consequences. Teams that communicate clearly work more efficiently and produce better results in a timely manner, increasing profitability.

This system shows how clear communication enables team members to build on each other's strengths, create strong relationships, and develop powerful teams for the most effective decision-making and problem-solving.

- Encourage group problem-solving and decision-making
- Stimulate innovative and creative thinking
- Overcome barriers to team development
- Build relationships
- Recognize strengths in others
- Develop leadership in team-building
- Improve productivity
- Increase profitability



• **Simplify Complex Information for Business Presentations**

Do you have a technical or complex message you need to convey to an audience who may have trouble understanding it? Oftentimes the message is clear to the presenter, but not to the audience. This can impact closing a sale, or communicating important information to an audience who needs to understand it to perform their job correctly. This training shows companies how to present complex information clearly and concisely, how to make complicated material simple and easy to understand. It also helps shyer employees to speak with confidence, captivate the audience, and produce intended results, which translates into saving and making more money.

- Present complex information clearly so it is easy to understand
- Speak with confidence, clarity, and composure
- Connect and interact with audience
- Captivate your audience and keep them engaged
- Calm nerves and present powerfully
- Make a positive first impression and a lasting memorable impression
- Use PowerPoint to enhance your message
- Anticipate, listen to, and respond with confidence to questions
- Increase profitability

Corporate Training Programs Continued:

• **Clear Communication Increases Profitability and Productivity**

Unclear communication costs companies millions of dollars every year in wasted time, decreased productivity, missed deadlines, and employee turnover. A recent study shows that 55% of costly mistakes in the workplace are due to miscommunications. This training shows companies where and how these miscommunications occur, from simple everyday communication to major projects, and how to eradicate them. Clear communication can increase productivity, reduce mistakes, build trust, strengthen relationships across teams and with clients, create satisfied long-term customers, foster happier employees, and ultimately increase profits.

- Avert three most costly communication mistakes.
- Eradicate miscommunication between individuals and across teams.
- Take clear specific steps to substantially improve communication in your company.
- Develop strong interactive communication skills
- Actively listen and produce results
- Make a difference by giving recognition and appreciation
- Effectively give and receive positive and negative feedback
- Inspire and motivate others
- Open up communication between departments, employees, management, and
- generations

Testimonials:

“When I was asked by my client to look for a global communication expert, a speaker for Creating World Connections, India 2012, the second annual Indian trade conference, Dr. Patty Malone is the only name that came to mind. Patty was a phenomenal speaker, paying consistent attention to her audience, engaging and interacting with them throughout her speaking engagement. Her content was relevant to the industry and the audience in the room. I personally appreciated her flexibility, adaptability and teamwork through the normal chaos of the day at the conference. I highly recommend Dr. Patty Malone as a speaker.”

Divya Burton, Senior Consultant/Owner, GRIDS Consulting, India 2012

“Dr. Patty Malone was a presenter at our recent Performance Management Virtual Conference at HR.com. Her session proved to be a great resource for our members. Her speaking skills and her ability to keep our online audience engaged was part of the success. Her knowledge of her subject was obvious to all!”

Helen Spittle, Performance Management, HR.Com

“Dr. Patty Malone is a very effective speaker: engaging, informative, and gives practical examples. She gave several take-aways in a short period of time that we could put to use right away! I would definitely attend another event where Patty is speaking. She is smart, well-spoken and enjoyable to listen to. I look forward to listening to her CD: Communicate Clearly, Improve Your Bottom Line.”

Laura Volpe, Professional Women United Program Committee Sr. Account Manager, The Creative Group