

The Value of Jan's Keynote to your attendees

The soft skills of business are many times overlooked, as we focus on marketing, management, administration, and the dozens of other tasks it takes to be successful. BUT these soft skills that include how we communicate with clients, staff, the general public and how we create a positive work environment are just as important. Your business is a people business, which means you need to make sure your interactions with people are welcoming and accepting. Knowing how to connect with people instantly, how to put them at ease, and how to diffuse tension is a useful asset for all professionals. This keynote will give them some unique and valuable tips for doing just that.

**Studies show that information plus emotion equals retention . . .
laughter is a useful emotion!**