



## GLASER & ASSOCIATES SERVICES AND PRODUCTS

The Glasers have spent more than 36 years using their own award-winning research to develop concrete skills and flexible step-by-step guidelines to address a wide range of communication challenges that organizations and individuals face. They have published three books and more than 40 research articles. Their work is known for being enormously valuable, keenly pragmatic, and thoroughly entertaining. The study on which their curriculum is based won the International Association for Business Communication's 1998 Research Award. All of their programs are research-based.

### **EDUCATION AND DEVELOPMENT PRODUCTS**

*Research based materials assist people to learn and master core models and skills.*

- Mastery of Leadership Communication DVD series
- Thriving on Conflict CD
- Internationally acclaimed book "*Be Quiet, Be Heard: The Paradox of Persuasion*"

### **TRAINING AND EDUCATION**

*Developed directly from the internal life of your organization, these trainings produce observable behavior change.*

- BreakThrough Conflict
- Hardwiring Teamwork: The Power of Collaborative Dialogue
- Persuasion and Influence
- Trainer Training
- Mastery of Leadership Communication: 3-day intensive symposium based on all three trainings. Available as a customized seminar for your group or as one of our three annual open-enrollment seminars.

### **TEAM DEVELOPMENT**

*Teamwork models unleash the power of communication that leads to trust, shared understanding and group cohesion.*

- Conflict Intervention: Transform conflict into solved problems, trust, and strengthened relationships.
- Team enhancement and strategic development.
- Appreciative Inquiry

### **MEASURE AND EVALUATE YOUR ORGANIZATION'S CULTURE**

*Reinforce strengths and pinpoint areas for improvement.*

- Organizational Culture Survey – online version now available

### **EXECUTIVE COACHING**

*An approach to leadership development that is personalized, positive and thorough.*

### **CONFERENCE, KEYNOTE PRESENTATIONS, AND PROFESSIONAL MEETINGS**

*Tailored to the greatest challenges and ultimate potential of conference participants.*

- All examples and vignettes drawn directly from lives of people in the association or professional group.
- Every detail brings the topic to life in each participant's world.