



MVP Art of Communication

Collision Center Leadership Education

PPG INDUSTRIES, INC.

MVP BUSINESS DEVELOPMENT SERIES



Sharon Gregory

Sharon has been involved in the training and development arena for over twenty years as the principal of SBG Enterprises.

With a Master's degree in Human Resources Management and a Bachelor's degree in Marketing, Sharon has used her education and business experience working with Fortune 500 companies such as Coca Cola, Texas Instruments, Pfizer, Monsanto, Xerox and of course, PPG Industries.

To schedule this class or receive more information on the enrolling participants in this course contact:

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or

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The ***MVP Art of Communication*** is a simple yet powerful approach for improving the communication, leadership, and supervisory skills required to effectively manage a progressive collision repair center.

Organizational performance is directly related the quality of communication among every member of your team. In fact, without effective communication, successful leadership is impossible! If you desire to increase the performance of your organization, interpersonal communication is foundational.

Much like the fundamentals required for a world-class sports team, your supervisory team must be equipped with the knowledge, skills, and tools to effectively lead co-workers. The MVP Art of Communication is designed to equip your team with these skills and tools.

Through this intensive 2-day program, filled with highly interactive exercises, role plays, and case studies, participants will learn to apply foundational communication principles. These principles enable supervisors and team members to improve interpersonal communication, conduct effective group meetings, build positive work teams, and increase productivity and goal attainment.

Day One: Social-Work Styles & Communication:

Course participants will start day-one with the four-work styles model of the Tracom © Group and take a personal assessment that identifies their preferred style of communicating with management and co-workers. This tool helps them improve communication with other people in their organization and is the foundation for the remaining class exercises.

Day Two: Application & Exercises:

Day two was created to be a highly interactive to enable participants to not only learn additional supervisory and communication skills, but to actually practice these skills with classmates in a safe, fun environment. Through the real-world application of role plays, meeting presentations, and simulated case studies, participants will test-drive their newly learned skills to improve verbal and non-verbal communication, facilitate meetings, and conduct brain-storming sessions.

Course Length: 2 Days

Course Cost: \$590 Per Student

Participants: Collision Center Owners & Managers