

# GOVERNMENT AGENCIES

ESP®

## National Council for Staff, Program & Organizational Development

### Problem

NCSPOD (*National Council for Staff, Program & Organizational Development*), which is an affiliate council of AACCC (*American Association of Community Colleges*) needed an early-bird speaker at their annual conference to demonstrate the importance of communication etiquette in day-to-day business. NCSPOD is comprised of college and university representatives, consultants and trainers that seek to enhance organizational development within their workplaces.



### Solution

ESP® provided eye-opening training for the early morning audience. Presenting *Communication Etiquette: Soaring Past Conflict and Diplomatic Dealings*, the pitfalls of communication were demonstrated through lecture and audience participation. The participants developed a better understanding of how to diplomatically deal with communication adversity and how to enhance verbal exchanges that create communication advantages.

**Executive Social Presentation**  
*The Business of Courtesy*

### Results

NCSPOD developed new insights and skills to take back to their institutions and staff. These skills increased their organizational effectiveness by improving communication abilities and mutual respect among their departments.

### Quotes

*"This program was worth getting up early in the morning for. I'm glad I did. The presenter had great rapport with the audience and the program was very interactive and solution oriented."*

- Susan Lambert, participant

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