

Laurie Brown

is passionate about providing engaging programs that make a difference.



Laurie Brown, CSP, works with leaders and teams that want to use compelling communication to influence and persuade.

What clients have to say:

“Today I can see the extra “jump” in the step of our managers. You ENGAGED them and that made a world of difference between a meeting and a productive work session.”

— Alan Graham, General Manager World of Erhard

“You utilize all of your strengths in the presentation—your humor, compassion and vision are what make you so successful in what you do!”

— Tammy Karmon, The Curious Kids Program

“It was such a pleasure to work with you. You hit it out of the ballpark and were the highest rated workshop ever.”

—Laurie Gethin, FMI Future Leaders

“Your engaging sense of humor mixed perfectly well with practical advice, vivid stories, and hands-on demonstrations.”

—Ren Shi, ZF-TRW

“Laurie’s interactive and comprehensive approach was so useful and impactful, that I wish we could have her come every month!”

—Stephanie Hainley, COO, White and Burke

Book Laurie now!

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Communication Skills

- Build rapport to persuade and influence
- Activate your listening skills
- Effectively communicate cross-culturally

Presentation Skills

- Create opening statements that capture your audience’s attention
- Use body language and tone of voice to create credibility
- Relax in even the most tense situations

Customer Experience

- Communicate effectively with internal and external customers
- Create exceptional encounters
- Handle difficult people and situations

Laurie Brown, CSP, speaks from experience. Her collaborative, engaging and fun approach makes her a perfect choice for anyone who wants to learn new strategies to be influential and persuasive.

Laurie has a 30 year track record of success. She has worked in the Middle East, Southeast Asia, Latin America, Europe, the UK, Japan, Australia, and throughout the US and Canada. With diverse audiences at all corporate levels, her clients have included Fortune 500 companies, government agencies, and small family-owned businesses.

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Three Essential Communication Techniques

1

Breathe, Repeat

Public speaking can be one of the most nerve-wracking experiences. The most effective antidote is to take three slow, deep breaths from your diaphragm. This kind of breathing can calm you by lowering your heart rate and blood pressure, and by increasing the flow of oxygen to your brain.

2

Make It More About Them and Less About You

When conversations and presentations are focused on your audience, you'll find them more receptive and engaged. Ask questions and listen carefully to their answers. Rather than beginning a presentation with the customary introduction focused on your background and experience, start with a compelling statement or observation. Make the subject relevant to the concerns of your audience.

3

First Impressions Count (So Do Third and Fourth, etc.)

We are always communicating, whether we mean to or not. Therefore, always be aware of the non-verbal messages you may be inadvertently sending. For example, you cross your arms during a crucial conversation. You may not be feeling “closed off” or “upset”, but the other person may misread your body language and take offense.