

Problem

BIG: Blacks in Government

BIG (Blacks in Government) is an organization of African Americans in public service who are dedicated to providing training for their members at the Federal, State and local levels of Government. Considered a premier training organization, **BIG** is always challenged to find speakers that will meet their organization's objectives and provide substantive, advanced learning for their members. **BIG's** leadership goal is to have their members continually educate themselves and advance to higher levels of excellence in their government positions.



Great job! I learned a lot and had a few good laughs at myself. The presentation was informative and entertaining – one of the best sessions at the conference. The presenter was first rate. Thanks.”
- participant

Solution

ESP was a keynote speaker at the **BIG Annual National Conference** presenting *Communication Etiquette, Social & Business Savvy*. Speaking to over 200 participants, over a 2-day period, *ESP* provided the audience with the necessary tools to improve their communication skills in regard to: *The Art of Conversation, Effective Listening, Communication Breakdowns, Dealing with Difficult People, Do's and Taboos*.

Result

ESP's presentation stimulated its participants to recognize that the value of positive communication skills is essential to all successful business and social relationships, **BIG** participants became better equipped to navigate through a variety of communication styles and situations. The presentation was applauded and praised by both **BIG** leadership and seminar participants. *ESP* is honored to be asked to speak at the next **BIG's Annual National Conference** in Washington, D.C.

ESPTM
Executive Social Presentation
The Business of Courtesy

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