

# Problem

## National Council for Staff, Program & Organizational Development

**NCSPOD (National Council for Staff, Program & Organizational Development)**, which is an affiliate council of AACC (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 are college and university representatives, consultants and trainers that seek organizational development and enhancement within their organizations.



*“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.”*  
participant

## 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 on how to diplomatically deal with communication adversity and how to enhance verbal exchanges that create communication advantages.

## Result

NCSPOD developed new insights to take back to their institutions to increase their organizational skills by improving their communication abilities and demonstrating respect for all their departments.



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