

Past Students' and Clients' Comments for:



Mastering the Art of Business Communications

- "It will help to understand how others beliefs and values come into play. Good tips on building rapport."**
- C.K., SSA, Baltimore, MD
- "It was a good review, however, more importantly, it helped me understand how to deal with specific problem areas that I encounter personally, and problem areas in working with/ supervising employees."**
- N.G., DHS, New York, NY
- "It was very effective that you could relate the subject to government – it's such a different animal."**
- J.H., USDA, New York, NY
- "Helped me realize I need to take into account others' beliefs and values and to pick up on non-verbal cues. Very informative and insightful."**
- M.A., DHS, New York, NY
- "I want to change the direction of my career. Some of the tips I learned I can apply when speaking with my supervisors about my future. In my job, we deal with the public, managers, others outside of the agency – it's important to communicate in a professional manner, because we represent DHS/USCIS."**
- A.L., DHS, New York, NY
- "Will pay more attention to the verbal and non-verbals of co-workers. A real eye opener –
A REAL SELF HELP!!!"**
- K.E., SSA, Baltimore, MD
- "Course doesn't just tell you what you NEED, it involves you evaluating your own strengths and weaknesses so you can personalize the experience."**
- A.A., SSA, Baltimore, MD
- "I wish I had this course 15 years ago - I would be 3 grades higher." - L.M., DCMC Raytheon, Los Angeles, CA**
- "Not only will I be able to apply those things I learned at my job, but also to my everyday life. The course content was delivered in such a way that it made you want to go out and apply what you learned to everyone you speak with."**
- Y.R., IRS, Washington, DC
- "It helped me to better understand how to communicate effectively, as well as the importance of listening. I think this course should be mandatory for all IRS employees and managers."**
- C.R., IRS, Washington, DC
- "Very inspirational! Actually looking forward to giving some more public presentations."**
- R.M., CBP, Los Angeles, CA
- "I have a good guide to prepare presentations which will give me the confidence I need to go well. So are, I've loved every class I've had with Ms. Wisnosky. She's the greatest!"**
- H.M., CBP, Long Beach, CA
- "The information was everyday great information to use in every area of life. Joan is amazing."**
- S.S., Air Force, Los Angeles AFB, CA
- "This course has provided me a very rounded understanding of communicating effectively in varied situations."**
- D.G., DHS, Long Beach, CA
- "Joan was very motivating and clarified how to set goals and know our values."**
- M.G., Air Force, Los Angeles AFB, CA

JAE LIMITED

- "Love the manual and materials! Joan is outstanding!"** - M.W.D., Census Bureau, Los Angeles, CA
- "There was a tremendous amount of valuable tips I can use at work and at home to be a better communicator/speaker/listener. It was useful in pointing out key ideas/theories in effective communication."**
- C.C., Passport Agency, Los Angeles, CA
- "I evaluated my life goals differently using the exercise on SMART goals. I will re-evaluate how I communicate with others."** - K.R., CDC, Los Angeles, CA
- "Joan has many ways of explaining the course objectives. The Power of Persuasion and Be a Terrific Negotiator will aid in solving current employee issues requiring attention."** - A.F., DHS, March ARB, CA
- "I can use the information daily in my personal life as well as my professional life."** - V.W., IRS, Dallas, TX
- "GREAT Course! Learned so much about how important verbal and on-verbal communication are in work and everyday life."** - A.T., SSA, Baltimore, MD
- "Will pay more attention to the verbal and non-verbals of co-workers and those that I use. A real Eye opener - a real self-help."** - K.E., SSA, Baltimore, MD
- "I thought it was thought provoking material. There were many useful tips for improving verbal and non-verbal communications. These tips were reiterated throughout the course which made retention of the material easier."** - C.H., IRS, Washington, DC
- "Joan gave real life situations that made the lessons fun and interesting. Thank you for giving me some excellent information and examples on improving communications."**
- D.R., SSA, Baltimore, MD
- "I now have to communicate as a team leader. Giving instructions and giving and receiving criticism were very helpful. I also give more presentations."** - L.N., SSA, Baltimore, MD
- "I received valuable information that can be used in both oral and written communication. Learned a lot about my values and how they affect what I think and how I communicate."** -V.H., SSA, Baltimore, MD
- "I will apply learned material to team assignments as well as everyday personal issues. The objectives covered the basics necessary to succeed in my current position. Joan is very knowledgeable and energetic. She has the gift of holding the audience's attention and promoting participation."** - J.B., SSA, Baltimore, MD
- "This would be good across the nation to all employees."** - J.M., SSA, Baltimore, MD
- "I used some of the techniques to diffuse a discussion at home and it worked perfectly."** - P.C., SSA, Baltimore, MD
- "This dynamic instructor provided an enthusiastic refresher on the subject. The batteries are effectively recharged."** - R.C., SSA, Baltimore, MD
- "[Joan] she has demonstrated the benefits of being a good speaker. She is great in presenting the materials and very knowledgeable in the subject matter. All she taught was very beneficial to our career development. It is a great course to attend."** - D.T., DHS, Los Angeles, CA
- "Looking forward to the presentations I'm giving this year much, much more after taking this class. Thank you. Inspired me to be the best speaker I can be."** - B.S., Army Corps of Engineers, San Francisco, CA
- "It [the course] stressed the importance of clear communication and being confident in yourself. You can tell right away Joan loves what she does."** - E.A., GSA, San Francisco, CA

JAE LIMITED