

Welcome to The CSA Edge

Wendi Brick, Founder and Principal

Are you confident that the supervisors and managers in your organization have the training they need to support a "Culture of Service"?

When I became a supervisor for the first time, there was no training available. I lamented about that. Someone said to me, "it doesn't matter why your staff does what you say, just that they do it."

All these years later, I respectfully disagree.

Giants in the field of leadership, like Stephen Covey and Ken Blanchard disagree too. They, and other greats, have inspired people to believe in leadership as a means of improving the quality of life for the people in your sphere of influence, and thereby the quality of service to your external customers.

CSA is proud to introduce a new 4-hour class called "Communications Skills for Supervisors." We've given this class to rave reviews, and would like to provide it to your team.

If you have just a few hours to send your supervisors to one professional development class, this is the one. It is impactful, hands-on, and gives supervisors the motivation and skills they need to vastly improve internal service.

- CSA News -

* **CSA welcomes our new clients!**
(see "Client" tab at www.theCSAedge.com)

* **Mandatory AB 1825 Training:**
Sexual Harassment Prevention -
Now available through CSA

* **Would your professional association enjoy a presentation on "Creating a Culture of Service"?**
Wendi is now scheduling speaking engagements for 2010

Stephen Covey's Habit 5:
"Seek first to understand, and then to be understood"

Tip of the Month: **Six Ways To Improve Listening Skills**

From CSA's "Communications Skills for Supervisors" Workshop

- ◆ Stop talking. An active listener only talks 30% of the time, while the other person talks 70% of the time.
- ◆ Pay attention. A session of active listening takes a lot of energy. You should be tired after the conversation.
- ◆ Show you are listening. Head nodding, verbal and non-verbal affirmations, taking notes, etc.
- ◆ Provide feedback. Reflect and paraphrase what you understood from the conversation.
- ◆ Defer judgments. Offered too early, they often cause someone to stop talking. You can't listen if they aren't talking.
- ◆ Get out of the office. Ask people how things are going, and what you can do to help. If you have a reputation as a good listener, people will trust you.



Please contact us today to see how **CSA** can help your business "Create a Culture of Service."
1.760.445.6550 / info@theCSAedge.com

We look forward to hearing from you!