



Academy

Effective Communication

Facilitation by: **Katriona Hembury**

Location: **Basalt Regional Library**

February 3rd, 2023, 8:30 AM – 5:00 PM

Program Intention: According to PeopleMatters, “Communication is a powerful tool that can have an enormous impact on the success of any organization. Communication is the cornerstone of an engaged workforce. In companies where both managers and leaders demonstrate effective engagement strategies, 72 percent of employees are highly engaged.”

Effective communication is the cornerstone to successful leadership. In this interactive session you will be putting your communication skills into action. The first part of the day will be focused on developing your DISC style flex skills, practicing written and oral communication techniques to meaningfully connect with people, as well as gaining practical tips for public speaking that can inspire and motivate. The second part of the day will be dedicated to hard conversations and how to approach them, as well as practicing techniques to avoid common pitfalls to create successful outcomes. Increasing your skills at communication, you will improve your ability to enhance your team’s engagement and drive their success.

Agenda:

8:30A – 9:00A: Welcome, Civic Project Team Time

9:00A – 12:00P: Effective Communication with Katriona Hembury

12:00P – 1:00P: Lunch

1:00P – 4:30P: cont. Effective Communication with Katriona Hembury

4:30P – 5:00P: Wrap Up, Take-aways, Adjourn

About Katriona Hembury: Katriona moved to the valley in 2000. The plan was to “work hard, play hard” for a season or two and then go home to the UK. Clearly that didn’t happen. Instead, she fell in love with the valley, married a fellow Brit, and they are now fully committed locals raising three amazing kids, embracing valley living to the full.

Starting her hospitality career in England and Ireland, Katriona discovered an early passion for learning and development, becoming a designated trainer in nearly every team she was part of. In our valley’s own 5-star, 5-diamond hotel, The Little Nell, she rose to management roles in Food and Beverage, Events and Rooms Division, guiding and nurturing countless people in the art of luxury service along the way. Additional time with teams at The Snowmass Club, Residences at The Little Nell, Limelight Hotels and Aspen Snowmass on Mountain departments provided a wonderful and varied audience where her passion for both Guest Service, and Learning and Development, grew.

Currently the Senior Learning & Development Manager at Aspen Skiing Company, Katriona strongly believes that communication is key. She is a strong believer that understanding ourselves and others’ personality styles, growing our EQ, and viewing conflict as a positive thing are the first steps in developing amazing relationships anywhere in life.