



Leadership problem? Reputation problem?
Turnover problem?

Think again. It's a
Communication Problem



I work with client service-focused businesses and leaders who care equally about growing their people and their bottom line. In my experience, when you start with people, you end with profit (both financial and relational) and create the connected relationships we all crave.

My work is focused on **communicating with impact** to accomplish three goals:

INSPIRE

Communication that inspires people to get behind your vision, buy from you, and learn from you. You inspire your team and clients in meetings, presentations, and pitches to take action, make change, innovate, and create by showing up authentically, with credibility and authority.

ENGAGE

Two-way conversations are essential for developing people, creating awareness, collaborating, and keeping molehills from becoming mountains. Implementing a consistent framework allows the team to feel confident in engaging in productive conversations that open possibilities and move things forward.

RESOLVE

Misunderstandings, missed expectations, disagreements, and disappointments happen. When they're resolved right, opportunities for loyalty, trust, and satisfaction increase without hurting the bottom line through turnover or freebies.

Erin's expertise is remarkable. Her training may seem like common sense, but you truly appreciate its value once you experience it. She teaches simple yet effective steps to defuse tension with customers, actively listen to their concerns, and collaboratively find solutions.

What sets Erin apart is her engaging approach. Rather than relying on slideshows or quizzes, her training is entirely interactive. She tailors her methods to fit our specific needs, helping our team identify areas for improvement and recognize behaviors that might escalate frustration rather than resolve it.

This was our second series of coaching sessions with Erin, and we would eagerly welcome her back again. She feels like an integral part of our team, not just another consultant. Highly recommend!

Kara Escobedo, SHRM-CP, Human Resources Director Celebrations Speech Group, Inc.

Program Description: Presenting with Impact



Audience:

This program is designed for leaders who want to become more engaging, inspiring, and powerful presenters to create impact and grow professionally.

Overview:

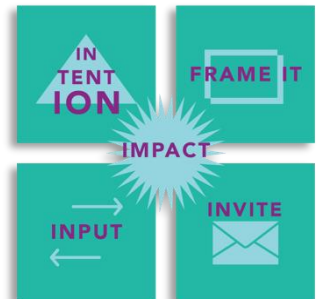
Presenting with Impact is an immersive workshop that builds participants' abilities to show up authentically, establish credibility, and bring the right energy to establish trust, create connection, and command authority with their audience, no matter the setting. This super practical three-day experience teaches the 4 Ps of Presenting: How to Plan, Prepare, Practice and Present.

Program Outcomes:

After participating in *Presenting with Impact*, participants will be able to:

- Speak to groups with greater confidence, influence, and authority
- Plan and deliver an effective Q&A Session and/or panel
- Develop their natural and authentic delivery style to create connection and build trust
- Design an agenda with a purpose, engagement, and a clear outcome

Program Description: Framing Feedback



Audience:

This program is designed for emerging and seasoned leaders who want to increase collaboration, decrease drama, and establish a framework for communication that builds a culture of accountability across the organization.

Overview:

"Can I give you some feedback?" might be six of the most fear-inducing words spoken in a business setting. This workshop explores how, when delivered clearly, consistently, and correctly, feedback conversations promote growth, learning, and development. When individuals and teams embrace *Framing Feedback* as a regular practice and not a yearly event during performance reviews, collaboration soars, engagement increases, and productivity improves.

Outcomes:

After participating in *Framing Feedback*, participants will be able to:

- Frame, prepare, and deliver feedback using the Connected Conversations Framework
- Understand the triggers around giving, asking for, and receiving feedback and how to work through them
- Learn how to handle emotional responses, resistance, lack of agreement, and other ways conversations go sideways so that leaders build confidence through feedback

Program Description: **Difficult Conversations**

Audience:

This program is designed for leaders and teams who want to increase engagement, growth, and the speed at which work is done by learning how to engage in productive conflict and difficult conversations.



Overview:

In business and in life, *Difficult Conversations* are inevitable. The cost of ignoring them or doing them poorly is too high on our psyche, performance, and general happiness to ignore. With planning and practice, *Difficult Conversations* can result in strengthened relationships, deeper levels of trust, and a true understanding of what's really going on to avoid future misunderstandings.

Outcomes:

After participating in *Difficult Conversations*, participants will be able to:

- Manage emotional reactions for a productive conversation
- Understand the ideal outcome of a conversation to know if it's a conversation worth having
- Implement the Connected Conversations Framework to plan, prepare, and engage in difficult conversations constructively
- Apply listening, inquiry, and empathy skills to open dialogue and build trust

Program Description: **Deflate, Relate, Elevate**

Audience:

This program is designed for customer-facing teams who want to turn mistakes, misunderstandings, and unmet expectations into opportunities for trust, loyalty, and strengthened relationships.



Overview:

Even with the best-laid plans, things go wrong. When handled with care, empathy, and ownership, upset customers can be converted to raving fans. The *Deflate, Relate, Elevate* Formula is a practical and actionable way to recover from service issues by building trust through understanding, without discounts or freebies!

Outcomes:

After participating in *Deflate, Relate, Elevate*, participants will be able to:

- Ditch the normal "active listening checklist" and replace it with listening techniques that make people feel heard
- Offer empathy and options instead of jumping in to fix the situation, increasing trust and decreasing extra work and responsibility
- Replace well-intentioned phrases, habits, and behaviors that do more harm than good, with impactful behaviors that will truly make a difference.
- Feel confident in handling upset, angry, or disappointed clients and making a positive, memorable experience that positively impacts the bottom line

Program approaches depend on your organizational needs and desired outcomes:

4-Hour Program	Full-Day Program	Multi-Day Program
<p>I'll bring your team through an interactive learning experience where they'll:</p> <ul style="list-style-type: none">• Learn and practice a clear, practical, and actionable framework• Learn to avoid Connection Crashers, the words, habits, and actions that break trust and connection and learn what to do instead• Gain clarity around the actions, behaviors, and mindsets necessary to communicate with impact• Experience a new take on real skills: listening, empathy, curiosity, and emotional intelligence and their role in interpersonal dynamics• Connect to and learn from their peers through intentional learning activities and exercises.	<p>Participants experience everything in the 4-hour program, plus they will:</p> <ul style="list-style-type: none">• Practice implementing the skills and frameworks in real-time using industry and organizational-specific scenarios• Receive coaching and feedback on their skill execution.	<p>Participants experience everything in the 4-hour program. In addition, we will:</p> <ul style="list-style-type: none">• Integrate the use of frameworks and concepts into your organizational-specific dynamics• Focus on and solve for individual organization's specific needs, desired outcomes, and assessments• Explore in-depth, outcome-relevant topics ranging from growth mindset to influence and persuasion.• <i>* Presenting with Impact is designed as a three-day experience.</i>

"I truly believe this was one of the most impactful and consumable training sessions I have ever attended. The content was relatable without feeling overwhelming. I can't say it enough times, but the way that you focused on people being their authentic selves when presenting changed the game for all of us."

Shannon Bultemeier, Executive Director, Finance Advisor Service

Erin's Story

Restaurant Management, the Peace Corps, corporate training and consulting: my resume in nine words. The throughline: a constant curiosity about what makes people tick and how to create experiences that create connection.

The details: I've trained and facilitated workshops and spoken to over 10,000 people across the US and internationally for brands like Delta Airlines, BMW North America, Dollar Tree, Amgen, Goodwill, and Hilton Hotels. Those are the big dogs. Then there are names like Hightower Financial, IDOC, PECCA, Celebrations Speech Therapy, IAIP, who might not be as familiar but had the care and drive to develop and grow their people.

I teach straightforward frameworks that work across industries and job titles. I'm known to prefer construction paper graphics over decks. The most heard comments from my clients are, "You're so relatable! This is so practical! I can go use this right now!" Maybe it's the Jersey Girl in me: I tend to give it to you straight, with lots of hand-talking, backed with an immediate flow of compassion.

I'd love to talk to you about how I can support you and your team.

Next Steps Would you like to discuss which program might be the best fit for your organization's needs? [Schedule a time to chat here](#) or email erin@erinmomalley.com.

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