

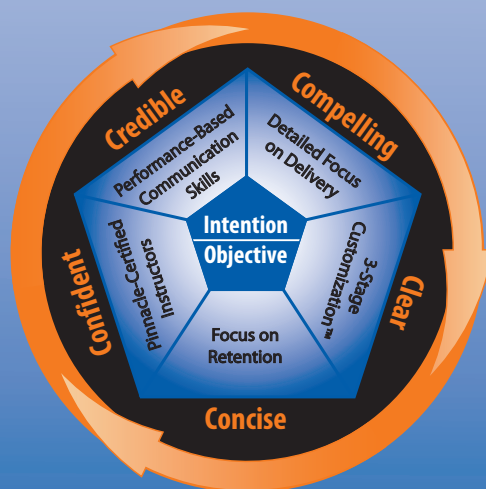
# Customizable Building Blocks

## Core Building Blocks

- First Impressions
- Snapshot Profile
- Overcoming Stage Fright
- Projecting a Confident Presence
- Vocal Dynamics
- Gestures and Movement
- Intention and Objective

## The Pinnacle Method™

The Pinnacle Method is a unique and innovative learning system that leverages our acclaimed Performance-Based Communication Skills® to empower you to clearly and concisely deliver your message with purpose. Through a series of customized modules, interactive simulations and a detailed focus on delivery, our video intensive training will instantly help you become a more confident, credible and compelling communicator.



## Auxiliary Building Blocks

- Active Listening
- Effective Storytelling
- Reactive Communication
- Presenting to Senior Leadership
- Delivering Difficult News
- Handling Tough Questions
- Stakeholder Analysis
- Master Introductions
- Courtesy Under Fire
- Leading a Team Through Change
- Providing Feedback
- Social Communication
- Customer Service Communication
- Being Assertive
- Running Effective Meetings
- Crafting Your Presentations
- One-on-One Communication
- Building Business Relationships
- Media Training
- Managing Conflict
- Utilizing Visual Aids
- Virtual Communication
- Negotiating Basics
- Gaining Stakeholder Commitment
- Positioning Statement/Elevator Pitch
- Memorization Techniques
- Impromptu Speaking
- Simulated Communication/Presentations
- Controlling a Challenging Audience
- Customized (client centric)
- Private Coaching