

Patti Wood MA, CSP

“The Gold Standard of Body Language Experts”

Convention Keynote ◇ Speaker ◇ Media Coach ◇ Trainer



Topics

- Caring Concern
- Enhanced Listening
- Body Language
- Motivation
- First Impressions
- Presentation Skills
- Sales Presentations
- Deception Detection
- Conflict Management
- Communication

Patti Wood, MA, CSP, is an international speaker and trainer. Since 1982 she has designed and conducted keynote speeches, workshops and convention seminars for hundreds of companies and national associations. She delivers more than *100 presentations* a year. Clients describe her programs as; dynamic, high-energy, powerful, insightful, interactive and very funny.

Thank you so much. They could hear the laughter and applause three ballrooms down! You “made” our conference. I still get members calling me to tell me how your program has had such a positive influence on how they deal with patients!

Nat'l Association of Nephrology Technicians

University Instructor

Patti was a university instructor in communication for eleven years. Her B.A., master's degree and doctoral coursework are in Interpersonal and Organizational Communication with an emphasis on nonverbal communication. She is currently on the Continuing Education faculty of Emory University, Kennesaw University and the Wharton School of Business.

Contact Patti Today!

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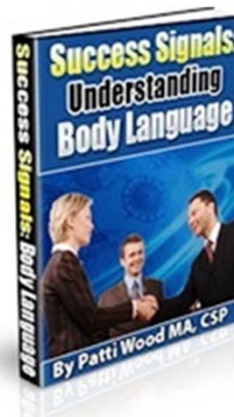
Email: Patti@PattiWood.net

Weekly Blog: BodyLanguageLady.com

Body Language Expert

Credited for bringing the topic to the national consciousness by **The New York Times**, Patti has been researching, writing and speaking on Body Language since the 80's. She consults with law enforcement and corporations on the topic. **Time Magazine** recognized her nonverbal communication course at FSU. She was even called, “*The Gold Standard and Babe Ruth of Body Language*” by **The Washington Post**. She is interviewed an average of twice a week by media around the world including CNN, PBS, National FOX News Network, BBC, History Channel, Discovery Channel, CBS, TruTV, MSMBC, Regis and Kelly, The Soup, E! Entertainment, In Session, Nancy Grace, Inside Edition The Wall Street Journal, Reuters,, UPI, ESPN, AOL, Entertainment Weekly, USA Today, Business Week, Men's Health, The Chicago Tribune, Details, SPIN, Elle, People, ESPN, and is quoted in; US Weekly, The New York Post, The London Times, Oprah Magazine, OK!, In Touch, Life&Style, Parent Magazine, The Week. Sports Illustrated, Glamour, Cosmopolitan, First for Women, InStyle, The Toronto Sun, Psychology Today, TV Guide, Women's Own, Bill Board. Seventeen, Ladies Home Journal, Redbook and more as a body language expert. Her research on nonverbal communication led to her positions as the national spokesperson for **Wrigley's Spearmint gum®**, **Benadryl®**, **Vaseline Intensive Care Lotion®** and **the Natural Dentist®**. and **Pup-Perino**.

To receive a standing ovation from over 400 Hospital administrators is astounding... Everyone is talking about how much they learned... Thank you for making the conference. Henry Ford Hospital



Author

Patti has written extensively on various communication topics and authored seven books including; *Success Signals -Reading Body Language*; *Easy Speaking -- Audience Focused Presentations*, *The Conflict Cure*, and *Pearls I Fought the Oysters For*.

Patti Wood MA, CSP

Praise for Patti

Excellent...

"Excellent as always. You never fail to wow the audience and teach us something new."

UCB Pharma

You were superb...

"You were superb!!!! Thank you for the insight and the wonderful suggestions."

*Lynne A. Harper RN C COHN Manager
The Coca Cola Company*

Patti's Programs

Patient Relations-Relating Patiently Body Language and Caring Concern

Your patient says he had no problems with his treatment and rubs his nose. Another tells you he has taken all his medication this week then sweeps his upper lip with his tongue. A third leans forward and gestures wildly as she speaks enthusiastically about how she feels. Who is telling you the truth? Can you read your patient's nonverbal communication? You can send and receive up to 10,000 nonverbal cues in less than one minute of interaction. That is an enormous amount of information that can be available about your patients if you can read the nonverbal signals they give you.

You need to be aware of what physicians, your patients and staff members are saying to you. In this course, you will not only learn to watch for cues but also what you can do nonverbally to show the most effective caring concern with your patients. You know that the quality of your patient's care and the true satisfaction in your work comes from developing strong, effective relationships and earning and sustaining respect and quality relationships with physicians, the family members of patients and clinic staff members. This course will give you insights and effective hands-on tools to improve your relationships.

Enhanced Listening Skills

Today's Health Care Professionals need to listen more than ever and listen with an enhanced focus. This course will show you how to give and receive the right message and make the most of every conversation you're involved in. Most technical, research, scientific and product information is difficult to communicate easily and communicating health care concerns can also be problematic. This program can help you deal with those issues and improve your ability to read others.

Other programs: The Conflict Cure, Deception Detection, Presentation Skills, Playing Well with Others, DISC, Myers Briggs, Teamwork and Team Play, Listening, Caring Concern for Patients, and more.

Health Care Clients

- Merk Pharmaceutical
- Elli Lilly
- Phillips Laboratories
- Wellness One
- GE Healthcare
- Pfizer
- Bayshore Home Health
- UCB Pharma
- Pikes Peak Mental Health
- Ridgeview
- Well Star Health Systems
- AID Atlanta
- Quadramed Corp
- Henry Ford Hosp.
- Piedmont Hospital
- AAOHN
- VA Medical Centers
- NCOAHN
- EMD Serono (Merk)
- American Dermatological Assoc.
- American Assoc. of Endodontists
- Pennsylvania Medical Society Alliance
- Florida Hospital Pharmacist Assoc.
- Medical Assoc. of Georgia Alliance
- Assoc. of Healthcare Internal Auditors
- National Assoc. of Nephrology Technicians
- American Assoc. of Medical Transcriptionist

Other Clients

- AT&T
- Air Force Reserves
- BMG
- Citicorp/Citibank
- Bell South
- DuPont
- CHASE
- Glaxo Smith Klein
- Coca-Cola
- Hewlett Packard
- Colgate-Palmolive
- McGraw Hill
- Deloitte and Touche
- NASA
- Habitat for Humanity
- Old Navy/The Gap
- Lucent Technologies
- PBS
- Kroger Corporation
- Penske Truck Leasing
- US Army & Navy
- Porsche
- Southern Company
- Sherwin Williams
- Travelocity/Hotels.com
- Westinghouse
- Ogilvy Action/Natural Dentist
- UPS
- Over 30 City, State and Federal Agencies

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Email: Patti@PattiWood.net

Weekly Blog: BodyLanguageLady.com

Patient Relations-Relating Patiently

By Patti Wood

Showing Caring Concern Through Nonverbal Communication and Body Language A Powerful Interactive Keynote, Breakout Session or Full Day Program

Do you want to use the power of the first impression to pick up information about your patient's personality as quickly as possible?

- Would you like to know five ways to hear a patient?
- Would you like five simple ways to show caring concern to every patient?
- Have you ever wondered what a patient was thinking but not saying?
- Do you know the secret differences between the way male and female patients share their concerns and symptoms?
- Do you want to gain the eyes and attention of your patients?
- Have you wanted to establish rapport quickly and easily to make your patient immediately at ease?
- Do you want to know two things to do when someone isn't listening to you?

If you answered YES to any of the above questions, this program will fulfill your needs through practice, discussion, and one-on-one coaching. You'll develop awareness to give you the competitive edge!

Plus much more:

- The best way to hold your hands to show you are being honest with a patient
- How tongue, lip and mouth movements reveal deceit
- The difference between a real smile and a masking smile
- What part of the body is the most "honest?"
- How to read pauses in a patient's responses
- How space and territory changes affect a patient's comfort level
- How the heart and other body windows hide or reveal emotions
- How to question a patient to get the most honest and revealing answers
- What's the best way to "catch" a liar?
- Listening to a patient's face, body and voice
- Knee-crossing and brain function
- Gesturing for increased verbal ability
- Softening for increased rapport with patients
- Noticing the palms as a lie detector
- Forming a clear message with your body language
- Reading the full nonverbal sentence
- Communicating clearly and effectively with other medical professionals

The program can be modified to suit your needs. Patti will survey each of the participants, before the program, to gain insights for customization.

The Cost for the one day program can be discussed with Patti directly. The client should be prepared to pay expenses (client will provide copying, tapes and video and playback or they can be billed as expenses). We can also schedule an additional half day of training and or coaching after the workshop for an additional reduced fee.