



2025
Speaker
Series

Horizon Federal Credit Union
330 Pine Street
Williamsport, PA 17701

Tuesday, September 9, 2025

\$249 per person

Mastering the Art of Communication Through Connection and Clarity

Strong communication is key to solid member relationships and organizational success. This interactive session sharpens your skills in active listening, and handling tough conversations while maintaining a professional image. Discover how to make a point without making an enemy.

Topics include:

- Learn to connect authentically, manage feedback effectively, and navigate interactions confidently - both in person and remotely.
- Master actively listening to understand and empathize with others.
- Avoid common mistakes that disrupt effective communication.
- Decline requests tactfully while preserving relationships.
- Offer alternatives to soften a "no."
- Deliver clear, respectful, and actionable feedback.
- Communicate effectively in a virtual environment.
- Approach tough conversations with confidence and clarity.
- Utilize nonverbal cues to reinforce your message.



Kelli Vrla, CSP, CCSP, a Road Warrior for Workplace Engagement, is on a quest to help busy professionals boost engagement and cut distractions while keeping an eye on customer satisfaction and the bottom line.

Kelli has enlightened and "enter-trained" thousands in the U.S., Europe, Asia, and North and Central America with her powerful Leadership and Engagement topics. She shares her lessons and 30+ years' experience dealing with DIFFICULT PEOPLE, UNEXPECTED CHALLENGES, and CONSTANT CHANGE.

As a kick-off morning show host, Kelli energized listeners on the NATION'S first all-women TALK RADIO SHOW. In addition to serving on the boards of the National Speakers Association-North Texas and both the Dallas and Boulder Classical Guitar Societies, she has worked with clients ranging from Lockheed Martin, NASA, H&R Block, ExxonMobil, Wal-Mart, The Department of Defense, IBM, and Southwest Airlines.

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