



COMMUNICATING DURING A CRISIS 2021

Who is really listening when you are talking?

Have you been struggling to keep your customers engaged? Do they know what services you offer? Is their demand more than you can handle? How can you communicate your needs during a crisis? [Thomas Lopez](#) will develop the steps necessary to get and keep your audience's attention.

- Understanding the importance of effective communication
- Keys to effective communication
- Tips for communicating with stakeholders

Tuesday, April 27, 2021 10:00 a.m. – 11:30 a.m. Workforce Solutions Webinar [Register Here](#)



Workforce Solutions is recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). This program is valid for 1 PDCs. For more information about certification or recertification, please visit shrmcertification.org.



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For more information:

Workforce Solutions – Employer Service
713.590.2634



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AGENDA

Thursday, April 15, 2021

10:00 a.m. – 11:30 a.m.

Workforce Solutions–Webinar

10:00 a.m. – 10:15 a.m.	Sign-in
10:15 a.m. – 10:30 a.m.	Welcome – About Us / Speaker Intro
10:30 a.m. – 11:15 a.m.	Keynote Speaker – Thomas Lopez
11:15 a.m. – 11:30 a.m.	Q&A

Communicating During a Crisis 2021

- Understanding the importance of effective communication
- Keys to effective communication
- Tips for communicating with stakeholders



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