



COMMUNICATION VIP

Club Training

Facilitated by Vincent Ivan Phipps, M.A., CSP

Vincent Ivan Phipps, M.A., CSP (Owner of Communication VIP Training and Coaching), specializes in educational sessions and interactive workshops for club professionals.

[CLICK HERE FOR VINCENT'S CMAA TRAINING EXPERTISE.](#)



Vincent's Most Requested Educational Sessions:

- A. *Amplify Your Club's Leadership Communication Skills.*
- B. *Amplify Your Club's Customer Service and Conflict Resolution Skills.*

- Increase the listening skills of your club's key people by at least 37%.
- Learn the "Five Replies" to establish an atmosphere of customer service excellence.
- Establish rapport by adapting to the Four L.E.A.D. personality styles of your members and staff.
- Reduce defensiveness by avoiding the "Fire Terms" associated within the club industry.
- Prevent miscommunications by understanding the six most common conversational mistakes.
- Influence with efficiency by balancing, "Statements of Facts vs Statements of Feeling".
- Adapt the communication "do's" and "don't's" to make team members and guests feel appreciated.



Why Vincent?

- 23 Years Training Club Experts
- 98.89% CMAA Rating
- Spoken at 66 clubs & chapters
- Partner with Club Foundation
- CMAA Online University (SME)
- Club approved for CEU
- Measurable results for ROI
- Certified Speaking Professional
- Top 12% of Motivational Speakers

If I can get you to laugh, I can get you to listen. If I can get you to listen, I can help your club's communication amplify!

--Vincent Ivan Phipps, MA, CSP (Certified Speaking Professional)

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