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**"Thank you for your inspirational and educational presentation.  
Everyone I spoke with raved about it."**

Nancy Sewell, California Association of Realtors

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## ***Build A Bridge of Understanding***

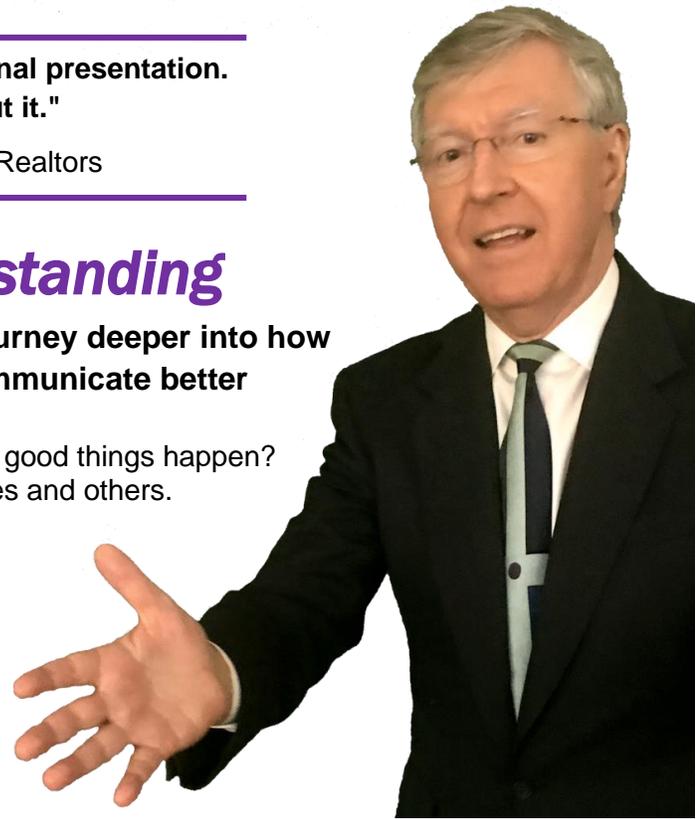
**Don Shapiro takes audiences on an enlightened journey deeper into how we can raise our emotional intelligence and communicate better**

How do we improve our ability to deal with others and make good things happen?  
We build a strong bridge of understanding between ourselves and others.

"Bridge of Understanding Builders" communicate effectively, listen better, build relationships, support team efforts, serve and sell customers better, act as a spark of inspiration, and help others through tough situations.

The foundation that supports our ability to do all of these well is emotional intelligence, mindfulness, bids to connect, listening with empathy, and asking good questions.

Don's high energy, fun and interactive program mixes humorous and personal stories, participation, exercises, and deep insights that will keep your people engaged while discovering how to become more effective in dealing with people at work, at home and in the community.



### **What your people will learn**

"Build A Bridge of Understanding" shares memorable ideas to help your people improve their professional and personal relationships.

- ◆ Gain greater awareness of how well you pay attention to others and what's around you
- ◆ Learn how to "turn toward" more bids to connect from other people
- ◆ Use empathy effectively by seeking to understand others without judgment or labels
- ◆ Find more choices and options to move past that overwhelmed "no way out" feeling so you can more easily adjust to change, difficult people, and emotional reactions
- ◆ Improve awareness of your own feelings, how these affect you, and the feelings of others
- ◆ Become a more effective listener and question asker while avoiding assumptions
- ◆ Learn how to better deal with and accept the differences in other people

**These easy to remember methods will help your people become more self-aware, better manage their emotions, develop better and longer relationships, avoid misunderstandings, manage conflict, communicate better, and become a more effective leader.**

**When we become a "Bridge of Understanding Builder"  
all parts of our life go better!**

**To book Don or brainstorm the possibilities - [donshapiro@firstconcepts.com](mailto:donshapiro@firstconcepts.com) 202-255-3727**

**"What a dynamic presentation!"**

Peggy Derby, Colorado-Wyoming Restaurant Association

**"Thank you for an outstanding presentation on developing an organization."**

Charles Halley, President, Fallons

**"Don Shapiro is a gifted speaker and had my attention the whole way. I was completely enthralled and had an 'ah-ha' moment about tools that we could implement right away. "**

Ashley Brewer, The Wellness Universe

**"Don was fantastic. You felt like Don was a member of our team. Interactive, creative and engaging. It was great for the staff to learn from Don's years of experience."**

Andy Cloutier, Greater Palm Springs Convention and Visitors Bureau

**"Thank you for speaking at Sales & Marketing Executives. You made me look like a hero! The raves are pouring in."**

Patricia Fripp, CPAE, Past President, National Speakers Association

**"You spent a lot of time talking to our employees which helped you fully understand our business. This enabled you to come across as 'one of us' and really impressed our people."**

Gary Olson, Vice President, Forest Lawn Memorial Parks

**"Don customized his program to our Team's specific improvement areas. He was very personable and entertaining to keep everyone's attention, and my Team has delivered significant growth numbers ever since."**

Steve Oberle, Vice President, ZyXEL Technology

**"Thank you for your extraordinary presentation. It was exciting to see how impressed the dealers were with your customized program."**

Carol Roder, Coleman Spas

**"Thank you for a great seminar. It's nice to see a fresh style and topic. In the last week, I've used several of your ideas when working with our people."**

Gail Gibson, Volt Workforce Solutions

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## **About Don Shapiro**

Don gave his first speech when he was 14 and they haven't been able to stop him since. He is a co-author of *The Character-Based Leader* and President of [First Concepts Consultants, Inc.](http://www.firstconcepts.com) advisors on leadership, communications, culture, customer value and change. His customized speeches and training programs grow out of a lifetime of experience and research involving organizations in 35 industries. He started his career in management with Lawry's Restaurants where he learned the keys that have made them successful for 96 years and counting.

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**[Don Shapiro also thrills groups with his fresh and insightful programs on Leadership, Teamwork, Sales and Change](#)**

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