



**The FGFOA Free Internet Based Webinar Series presents  
“Communication Tactics Calculated to Influence Success”**

***Thursday, April 22, 2021  
2:00 p.m. – 3:40 p.m. EDT  
CPE: 2 Hours TB  
Field of Study: Human Resources***

**Presenter:** Susan Rollwagen, Pepperbox Solutions

**Overview:**

Communication skills to help us bridge our differences and collaborate, but in the chaos of the business world, even effective skills and intentions are often hijacked by reality and priority. Sometimes areas of expertise have a unique language of acronyms and phrases all their own and may isolate us. Finding common language between work groups is a universal translation challenge that you can master and will influence mutual success. This webinar will provide techniques that you can use as check-and-balance practices as you communicate.

**Learning Objectives:**

- Find commonality that will facilitate communication with other departments.
- Create a foundation that encourages speedy and transparent interaction.
- Communication practices to use with finance and non-finance across the organization.

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*System Requirements*

*PC-based attendees*

*Required: Windows® 7, Vista, XP or 2003 Server*

*Macintosh®-based attendees*

*Required: Mac OS® X 10.4.11 (Tiger®) or newer*

*For additional information regarding registration please contact Karen Pastula, at [kpastula@flicities.com](mailto:kpastula@flicities.com)*

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