

When the stakes are high...

Good communication makes the difference
between success and failure.
Communication Excellence Institute
can tip the scales in your favor.



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Founded in 1986 by Dr. Janet Larsen Palmer, **Communication Excellence Institute** has grown to be one of the Top 50 Woman-Owned Businesses in California's Inland Empire.

Jan Palmer and her husband, Dr. Neal Larsen Palmer, deliver many CEI services as a team. CEI has over 3,000 national and international clients.


When your clients have a "make or break" situation demanding skillful communication, CEI's dynamic, knowledgeable professionals can be their "trusted advisors" throughout the entire process.

CEI is a consulting, training, and research organization dedicated to promoting excellence in communication in today's professional workplace.

For over 20 years, CEI has developed individual executives, management teams, and entire organizations through short-term intensive sessions, including...

- ⇒ **Presentation Skills Training**, with special emphasis on nonverbal communication, for critical business presentations.
- ⇒ **Interview Coaching** for high-stakes professional interviews.
- ⇒ **Executive Coaching** for developing key managers and turning around difficult but valuable employees.
- ⇒ **Witness Preparation** to enhance credibility and trustworthiness verbally and nonverbally.
- ⇒ **Team-Building** for high performance in challenging times.
- ⇒ **Conflict Resolution** to rebuild morale and restore productivity.
- ⇒ **Organizational Consulting** in times of high change and major transitions.
- ⇒ **Keynote Speeches** to motivate and educate managers and staff on critical communication issues. CEI's most popular speeches are:
 - *BEYOND WORDS: Building Your Personal Credibility Through Nonverbal Communication*
 - *Reading People Between Their "Lines"*
 - *Herding Frogs: Getting Cooperation from Your Colleagues*
 - *How to Keep Both Feet on the Ground and Out of Your Mouth: Communication Tips for Strong Presentations*
 - *Delivering World-Class Customer Service*

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rs. Jan and Neal Larsen Palmer are proud to be certified  Speakers.

What do our clients say about CEI?

"It is hard to imagine the difference that three days can make – but the Executive Communication Program over three days is life-changing."

"Thanks for taking such good care of me this week. I learned more in three days than the Army taught me in nine months at one of their schools."

"Jan & Neal, you're quite simply the BEST facilitators I've ever worked with in 27 years!"

"I would like to express appreciation for your facilitation of our Team-Building Retreat. The 360° Feedback exercise you managed was extremely beneficial to our team. I was particularly pleased with the professional way in which you handled it and the care and sensitivity you used to make it as safe and comfortable a process as possible."

"The evaluations are in – and you two were rated the best speakers of the whole conference! Jan and Neal, thanks for another great presentation – informative and entertaining, too!"



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