

Let's Communicate Group

Where Visions Begin

NORMA JONES, M.A.
Customized Organizational Training



Norma Jones is an experienced communications consultant with a successful legacy of work experience with leading private and government agencies. She has been a major contributor to organizational development and change management with Fortune 500 companies such as Coors Brewing Company, Qwest Telecommunications and the Dial Soap Company.

Norma teaches Business and Professional Communications at the University of North Florida and the Florida Community College campuses in Jacksonville, Florida. She holds a Bachelor's degree from Penn State University and a Master's degree from the University of Colorado. Norma is a corporate trainer for the University of North Florida and Professor of Communication with Florida Community College.

Leadership Workshops

- Building High Performance Teams
- The Art of Storytelling to Achieve Results
- Making the Vision Real
- Change Management
- Understanding The Cost Of Sexual Harassment
- Effective Coaching

Diversity Workshops

- Making The Business Case For Diversity
- Understanding Inclusiveness
- Cultural Competence Training
- Developing Diversity Councils In The Workplace
- Strategic Diversity Planning Through Surveys

Customer Service Training

- Call Center Design and Staff Training
- Customer Satisfaction Survey Design
- Telephone And Reception Skills Training
- Understanding Your Consumer Connection

Organizational Development

- Meeting Facilitation
- Focus Groups
- Cultural Audits
- Mentoring For Success
- Strategic Retreat Planning

Communication Skills

- Effectively Communicating With Your Audience
- Executive Communication Tooling
- Speaking To Inform And Entertain
- Decision-making Group Facilitation

Contact Us Today!

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