



Selected Clients

The value of our strategies has been proven through work with organizations including:

Financial Services

Chicago Board of Trade	SG Cowen
Deloitte & Touche, LLP	State Street Corporation
Fidelity Investments	Sun Life Financial
Fleet Bank	Visa International
John Hancock Financial Services	TIAA-CREF Institute
Manulife Financial	Wells Fargo Bank

Technology

Adobe Systems, Inc.	Lucent Technologies
Agilent Technologies	Microsoft
Avaya Communications	Nortel Networks
Centra Software, Inc.	Oracle Corporation
EMC Corporation	Rational Software
Hewlett-Packard	Stratus Computer, Inc.

Industry/Consumer Products

Brown-Forman Beverages	Philip Morris
Coca-Cola	Raytheon Company
Dunkin' Donuts	Southern California Gas
Frito-Lay	Staples, Inc.
General Electric	TJMaxx/Marshalls
H.J. Heinz	Xerox

Government

Boston Police Department	Department of Defense
Boston Public Schools	Office of Personnel Mgt
Comm. of Massachusetts	US Army

Health Care/Education

Abbott Laboratories	Blue Cross/Blue Shield of PA
Beth Israel Deaconess	Jewish Family & Children's Services
Boston University	Johnson & Johnson
Bucknell University	Operation ABLE
Cornell University	Schein Pharmaceutical
Harvard Vanguard Health Care	Syracuse University
Harvard University	United HealthCare

Communications/Consulting

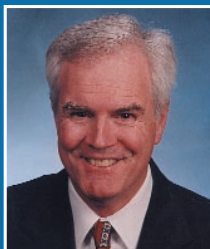
Andersen Consulting	International Data Group
Boston Globe	Meredith Corporation
Boston Herald	PeopleSoft
Drake Beam Morin	WBZ-TV

Philosophy Behind Our Success

We teach people at every level — from CEO to least experienced member of the team — how to approach each communication situation with the mindset and tools to succeed.

We give them easy to learn and use visual tools. The Decker Pyramid Technique[®] helps people to organize messages quickly, to think on their feet and to handle difficult questions professionally. The Stones Across the Brook Technique[®] enables them to make listener contact and to stay on track with minimal use of notes, even amidst distractions.

Finally, as experts in helping others overcome anxiety, we empower people to communicate in their most effective way.



Toby Decker

President, Decker Associates Inc.

Before founding Decker Associates, Inc. in 1979, Toby held marketing management positions at Rockwell International, Colgate-Palmolive and Nabisco Brands. A graduate of Bucknell University, he holds an MBA from the Wharton School at the University of Pennsylvania.

Strategies for Successful Communication



Improving bottom-line performance

by helping people communicate and

work together more effectively.



DeckerAssociates[®]
COMMUNICATIONS TRAINING AND CONSULTING

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Learn the skills to organize and deliver effective messages

Training Programs for Business Success

Each program teaches you the skills to communicate in a clear, confident and authoritative way. Maximize your ability to develop a corporate sales message, presentation, or sales call... to lead a meeting, coach an employee or provide top-flight customer service. Choose the program that fits your specific goals.

Effective Speaking

Effective Presentation Skills
 Persuasive Speaking Skills
 Presentation Skills for IT Professionals
 Delivering Difficult Messages
 Developing Media Relations
 Train the Trainer

Sales & Customer Service

Professional Selling
 Team Selling
 Top-Flight Telephone & Customer Service Skills

Executive Communications

Senior Executive Coaching
 Polishing Your Professional Image
 Executive Speech Writing

Management Communications

Coaching & Feedback
 Making Meetings Work
 Forming & Leading Teams
 Interviewing and Listening Skills
 Conflict Resolution
 Stress Management
 Negotiation Skills

These programs are delivered in both one-on-one and group formats.
 Each program can be shortened or lengthened according to your needs.

How You Will Learn

Learning occurs through expert, supportive coaching, exercises and demonstrations with continuous live and videotaped feedback. Prior to training, we get to know both your strengths and exact needs. We then personalize proven strategies and tools to meet your unique requirements.

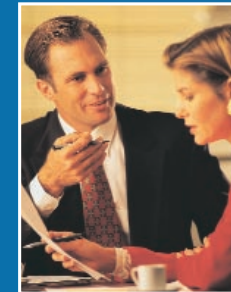
All training builds on your strengths while addressing specific areas of difficulty. This ensures that both individual and corporate goals are met and that the new learning can be applied immediately back at work.

Sessions are given in a relaxed, enjoyable atmosphere that fosters learning and incorporation of our proven methods.

Who We Are

Decker Associates is a team of skilled training professionals and consultants dedicated to helping people and businesses build success. Since 1979, we have been working with both individuals and groups at private and public organizations. Each member of our coaching staff holds an advanced degree in business, communications or psychology.

Our clients tell us:

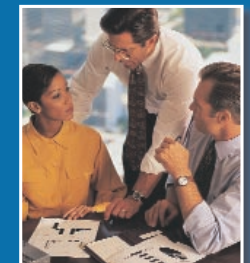


"The coach was a fantastic facilitator — knows his stuff... extremely helpful balance between changing my organization skills without losing my personality. I improved 110% — it was a most valuable use of time. Thank you." Dunkin' Donuts

"This course is extremely valuable and enjoyable. He practices what he preaches. I recommend this to others at MS." Microsoft

"This was one of the best seminars I have ever taken. I was able to understand and gain knowledge because it was catered to me." Brown-Forman Corporation

"Kudos to you. You really impacted what I am doing making the process easier. I'm able to close and gain commitment." International Data Group



"This is the best presentation workshop I've ever attended. Anyone from junior level presenters to highly experienced presenters will gain something from this workshop. It was great." Fidelity Investments

"This is an excellent program and anyone who needs to make presentations or run large meetings should enroll in it." Fleet Bank