

AYA'S Ubuntu - Talkin' & Touching

- *How you can both win when the customer **isn't** right!*
- *Effective business communication that guides, limits, & **heals**.*
- *Emotional **expertise** instead of emotional suppression!*
- *Whoever tells the **best story** win!*



Business Tool-Set

I am because we are. We are because I am!

Customer Relations | Conflict Resolution | Creating Healing Environments



AYA Educational Institute has developed a foundational communication, conflict resolution and healing tool-set and skill set that challenges communication patterns and assumptions. It's proven in various settings from couples to corporations. Here we apply them to the myriad interactions successful business requires.

Two Tracks:

In the first tracks, we'll focus on the tools - concepts, structure, how and why they work - the do's, don't's and the exceptions. The second track focuses on practice for skill-building using real-world scenarios taken from your business experience, what you expect and what you want. The three tool containers are:

- **The River of Touches**
- **Feelings as Messengers**
- **Storytelling From The Inside-Out**

Each of these containers feature tools and nuances that are critical to their success. We'll choose the most appropriate tools and skills from each container. Participants usually leave with options for success. One participant put it like this:

"Baba,' where I use to see walls, I know see doors."

This is especially important during this time of **COVID**. Things are not the same, and they never will be. **We must change**. Key is changing the way we communicate with each other.



*Baba
Wekesa
Madzimoyo*

Contact:

wekesa@gmail.com

www.ayaed.com

Mama Afiya

afiyao@gmail.com

www.ayaed.com

*Excerpted from
AYA/WHB Technology*

404.201.2356

