

Title: Connections: The Language of Positive Communications

Production Company: Noel-Levitz Centers

Reorder Information:

Length: Approximately 20 Minutes

Synopsis:

The video addresses “zero,” “crooked” and “plastic” statements. These forms of communication are intended to be positive but are often interpreted as negative. Another negative form of communication is hostile statements. The video shows how easily these statements are used in daily communication, and also shows how to correct them with more positive communication.

Another issue the video addresses is the six steps to quality service. These steps make you and the customers feel good.