



DAN O'CONNOR

The World's Leading Tactical Communication

He Gives You The Words

Internationally acclaimed author, trainer, and keynote speaker Dan O'Connor has been leading the communication training industry for more than 20 years. Through his bestselling books *Say This—Not That* and *Energy Vampire Slaying: 101*; his #1 rated YouTube channel, *Communication Training Videos with Dan O'Connor*; his popular online course *OnlineCommunicationTraining.com*; and his breakthrough proprietary tactical communication learning system, *Step Out of the Shadows and Speak*; Dan has been setting new benchmarks in training, and transforming the lives of millions of people as well as countless organizations all around the world.

Before launching Dan O'Connor Training, Dan's professional development was laser-focused, helping the customer service divisions of some of the nation's top companies, such as Equitable Financial, JCPenney, and Wells Fargo overcome some of their toughest communication challenges by using simple, effective scripting strategies. However, being a big believer in *listening to what the world is telling you to do* rather than *telling the world what you'd like to do*, once he received enough "suggestions" to get into teaching, Dan started teaching on the elementary level at Harland Johnson Del Bosque before becoming a professor at Autonoma University Guadalajara, and ultimately taking his unique teaching style to the world with Dan O'Connor Training.

Why is Dan's training so different? Dan has always been known for his ability to do what many others seem to overlook in communication training courses—he gives you the words. Once you experience Dan's training, you'll see how his unique **danger phrase and power phrase lists, free-style scripts, step-by-step** communication strategies, and tactical verbal patterns can help you, your whole family at home, or your entire team at work project a polished, competent, confident image, and overcome even the most difficult communication and customer service challenges. Dan, however, maintains that while his communication training tends to be of a professional nature, the result is inevitably surprisingly *personal*.

"Powerful communication training," says Dan, "eventually comes down to this: It helps you see the best in others even during the most difficult moments when people can't even see it in themselves. Once you start doing **that**, you see that it's not about professional communication skills or personal communication skills at all, but in the end, it's ultimately about **transforming every relationship in your life.**"

Dan divides his time between the United States and Mexico, where he lives just outside of Guadalajara, in San Antonio Tlayacapan, a lakeside village nestled in the Sierra Madres. It is there that Dan lives to spoil his two Springer Spaniels—**Maggie Mae, his material girl** (If you have watched Dan's videos on the 5 languages of love, appreciation, and respect you'll know), and the four-legged relationship hero that's changing the course of communication history—**Buddy the Dog.**

Dan can be reached at dan@danconnortraining.com. You can learn more about him and his training on his website, www.DanOConnorTraining.com, or you can call him at 877-570-1573 (612-504-9024 if calling from outside the US).



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“ I RECEIVED A PROMOTION AT WORK, AND WAS EVEN ASKED TO TEACH OTHERS MY NEWFOUND COMMUNICATION SKILLS. ”

Carrie Harris
Controller, STRATMOR Group, Peachtree City, Georgia, USA





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MOST REQUESTED KEYNOTE AND WORKSHOP TOPICS

All keynote presentations are tailored to fit the specific needs of our clients, and you will never hear the same keynote twice—guaranteed!

It's All About Me (And No Thanks to You)

In this keynote presentation, Dan gives audience members tools to help them maintain the right perspective and stay focused on their real purpose whether they are at work, at home, at the grocery store, at church, or wherever. Purpose shouldn't change based on the behavior or attitude of others, yet most people struggle with not allowing others to dictate their mood and behavior. Not after this address. This keynote is perfect for audience members who sometimes feel overwhelmed with stress (or stressful people) at work or in their personal lives.

Tactical Communication: Finding the Words

After this presentation, participants will be able to immediately implement the new tactics they'll learn, and will see immediate results. Shifting into tactical mode will allow attendees to easily respond with the right words that get results, rather than react with the wrong ones that don't— even in high pressure or emotionally charged situations. This presentation is perfect for nearly every group that values communication and customer service skills.

How to Speak the Secret Language of Personality Types

In this keynote presentation, Dan focuses on The Platinum Rule (treat others the way they want to be treated) and how we can implement this rule on a day-to-day basis. We unconsciously change our language based on a variety of different circumstances. During this address, Dan gives audience members tools to more consciously alter their language patterns so they can connect and communicate more effectively with others. This keynote is perfect for audience members who communicate with a variety of different personality types, and would like to make more of a personal connection with people.

An Introduction to Energy Vampire Slaying: 101

In this keynote presentation, Dan gives audience members tools they can immediately use to effectively deal with difficult people, and conquer negativity and toxic attitudes at home, at work, and in themselves. This is Dan's most popular keynote, and is perfect for audience members who are dealing with negativity in the workplace—or any place.

I'm Supposed to Be Grateful for THIS?

In this keynote presentation, Dan gives audience members tools they can use to instantly find more meaning and joy in their every-day work lives, and cultivate a positive attitude of gratitude for what they have at work and at home. This keynote is perfect for audience members who work for government or non-profit agencies, get very little payoff for what they do, and need an attitude adjustment (along with a good laugh).

