

## **2515 – Client Communication Skills**

Intermediate / Pool Workshop

Sanibel, FL / Tuesday, June 23, 2020 – 7:45-11:00 am - 3.0 credit hours

(Classroom: 7:45-11:00 am)

Faculty: Greg Keyes, JP, PhD

**COURSE DESCRIPTION:** We will review the dynamics of working with multiple population groups of varying cognitive abilities and physical challenges. We will review ways to stimulate cognitive functions, enhance endorphin release and motivate bio-mechanical reactions. Hear the latest on interpretation of spoken dialogue, body language, eye pupil, and 'micro eye muscle surround' reaction; and how to apply the various exercises and therapies in your work.

### **COURSE OBJECTIVES:**

- 1) Review essential voice care tools and techniques for therapists to assist them whilst teaching in venues of ambient noise and high chemical environments.
- 2) Share multiple performance techniques to enhance outcomes for all clients, especially of varying cognition and aphasic abilities.
- 3) Experiment with breathing techniques, imagery, client stress and relaxation techniques and cognitive interpretation.
- 4) Experiment with neuro linguistics and variations of client traits to enable easier rapport/communication and cognitive responsiveness.
- 5) Experience the eight most commonly known influence-methodologies that enable easier responsiveness for all people no matter what the population group.
- 6) Apply micro-expression and reading the eye muscle of clients to understand non-verbal expression.

**FACULTY:** **Greg Keyes, JP, PhD**, is an internationally recognized presenter in aquatics from Australia. He has taught aquatics and leadership development for 30 years, founding four successful businesses and in 2019, released his book, *Aqua-I-Cue*, which covers four major domains: Exercise Science / Basic Anatomy, Basic Aquatics, Leadership, and Interpersonal Communication Dynamics.