



**RONNIE MOORE**

You can **dramatically** improve communication —at work and at home.

### Keynotes/Breakout Sessions

**Beyond Spellcheck™:** Uncover critical mistakes in your writing that your computer might ignore  
**Communicating to Improve (and save) Every Relationship In Your Life**  
Communicating effectively in a text-, email-, on-line obsessed world  
**Living and Working in a No-Stealth Communication Zone™:** Getting others to say what they mean and stop the “read my mind” game  
**Communication and Customer Service:** Why your customers (and their revenue) are leaving you

### Training Topics (live, webinars & teleseminars)

**Communication and Customer Service:** Fixing the problems before your customers/clients leave you  
**Critical communication skills for Supervisory, Management, or Support Staff**  
**Communicating to solve conflict—at work & at home**  
**Communicating with the defensive, the destructive, and the difficult**  
**The Writing Roadmap™:** Perfect your business writing skills for clear, mistake-free memos, letters, reports, and emails—in less time

NOTE: Other topics available and customizable to your content needs and time requirements.

### Consulting & Coaching

**Communications Audit™** (to find and fix any communications problem)  
Writing, Writing Coaching, Ghostwriting

### Media Guest Expert

Available for radio, TV, and print to advise on communication issues, from politics, to workplace, to personal relationships, and more.

### Clients (a partial list)

IHOP Corporation  
Deloitte Consulting  
California Water District  
Cities of Los Angeles and Chino, CA  
US Department of Commerce  
US Environmental Protection Agency (EPA)  
Veterans Benefits Administration  
California State University  
DeKalb County, Georgia

I've helped thousands of clients increase productivity, maximize sales, manage conflict and save relationships by mastering communication skills.

And, I can do it for you.

Ronnie Moore is a renowned communications speaker, trainer, consultant, and guest/media expert. And Ronnie's writing programs offer cutting edge processes, tips, and tools, allowing anyone to write effectively—even those who hate to write! A respected communications expert, she has been interviewed, and has written, for *The New York Times*, *Careerbuilder.com*, *Communications Briefings*, *Entrepreneur.com*, and *Monster.com*, to name a few. The author of *Why Did I Say That? Communicating to Keep Your Credibility, Your Cool, and Your Cash!™*, *High-Impact Business Writing™*, *The Nine Deadliest Sins of Communication™*, and *Tricks That Stick™*, Ronnie delights and informs through her keynotes, breakout sessions, and training workshops. She is also a popular media guest expert.

**Ronnie Moore has spoken and changed lives at more than 1,200 venues, for almost 20 years.**

“Ronnie's presentations continue to be standing room only here.”  
—CALIFORNIA STATE UNIVERSITY

“She teaches writing in the workplace at a level I've never experienced. It's not just about commas and paragraphs, she taught me a writing process, to understand how the reader reads, usability, knowing that my reader is going to DO something with the document I write . . . things that have made a huge difference that no one ever taught me before.”  
—THE CITY OF LOS ANGELES

“Ronnie is amazing. She has our employees communicating more effectively with our clients, vendors, and each other.”  
—IHOP CORPORATION

**Every successful relationship, whether at home or at work, depends on one thing—how you talk and listen to each other. I'm Ronnie Moore, and I've devoted my life to helping people overcome communications problems in order to achieve the peace, productivity, prosperity, and respect they deserve. I can help you improve (or save) any relationship in your life. If you've ever wished you knew what to say and do when dealing with the difficult, the defensive, and the destructive people in your life, at home and at work—you've come to the right place.**

Ronnie Moore, President  
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Moore on Communication™

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