

Blue Ox Chapter Presents

Mastering Effective Communication

Guest Speaker: *Tim Croll*



Tim Croll is a business strategist, leadership coach, and certified LEGO® Serious Play® facilitator. He's also a former LEGO® Masters contestant who understands firsthand how powerful it is to turn ideas into something real—something you can hold, see, and believe in.

His workshops and coaching experiences help companies identify what's stuck, align their teams, and co-create strategies that actually move the needle. Whether you're navigating change, scaling up, or rebuilding clarity—Tim helps you connect the dots through collaboration and play.

Poor communication costs organizations an average of \$62.4 million annually in lost productivity and workplace conflict, yet this critical business challenge can be transformed into a competitive advantage through targeted training.

This experiential communication workshop delivers immediate results by bridging the gap between what employees intend to communicate and what colleagues actually understand. Participants master active listening, emotional intelligence, and clarity techniques through real-world, problem-solving scenarios that mirror daily challenges.

Key Takeaways:

- Learn the real differences between talking to each other and communicating the ideas from one to another.
- Companies have seen: 25% reduction in project delays, 40% decrease in workplace conflicts, and 30% improvement in employee engagement.
- Experience hands-on learning with LEGO® Serious Play® to visualize communication challenges and solutions.

Tuesday, September 23rd

Registration and Continental Breakfast 8:30 am

Program 9 AM – Noon



*Jay's Sporting Goods
The Headwaters Room
1151 S. Otsego Avenue
Gaylord, MI 49735*

Cost is \$100 for Blue Ox Chapter Members / \$110 if outside the Blue Ox Chapter

****Please RSVP to kalbrecht@awakonfcu.net by September 19th****

Check made payable to: Blue Ox Chapter of Credit Unions

Awakon Federal Credit Union

c/o/ Kayla Albrecht

1496 West Main Street

Gaylord, MI 49735

Please include: name of credit union, contact person name, phone and email, names and email addresses of the people attending with the check payment.

Questions: Please contact Russ Kotila at 586.242.9410, or email rkotila@awakonfcu.net