

# Interpersonal Skills Expert

## Sylvia Henderson



Sylvia Henderson helps organizations thrive by working with their people to show they are as great as they say they are. Henderson does this through her business – Springboard Training – by partnering with clients to learn what they need and how she can provide solutions that meet those needs. She works with staff and administrative-level employees, supervisors, managers and decision-makers in businesses, associations, non-profits, government agencies and educational institutions.

Henderson is your expert on interpersonal “people skills” and professional behaviors that lead to success. She has more than 30 years of experience consulting, training, speaking, writing, and leading teams, departments, and boards of directors, implementing the skills and behaviors that support her expertise. Her programs integrate her motorcycle avocation with solid business and life success principles.

### Benefits of using Henderson’s talents:

- Mitigate conflict situations.
- Minimize communications breakdowns.
- Improve performance – individual, team, organizational.
- Contribute to positive morale.
- Build positive relationships.
- Improve customer service and sales results.
- Present a positive corporate image and brand.
- Create a better management and leadership culture.

Henderson writes, co-writes and is a published author on communication, leadership, professionalism, success – and motorcycle-related topics. Books, learning aids and job-reference materials, articles, blogs, and online media are components of her catalog. She is featured in a variety of media and interviews as the main guest on radio programs.

Media credits include host of her own television program “Think About It!” on MMC-TV16, a weekly talk program on personal, professional and business development topics.

Henderson is a volunteer trainer for and life member of the Girl Scouts of the USA. She participates in breast cancer walks in Washington D.C. She is past national president of Women On Wheels® Motorcycle Association and has received the American Motorcyclist Association’s MVP recognition. She is past president of the D.C. chapter of the National Speakers Association and is a DTM-level Toastmaster. She is owned by two Welsh Corgis and rides a Honda Shadow 1100 motorcycle.

### **Interpersonal Skills Include, Yet Are Not Limited to:**

- Respecting time and managing priorities.
- Creating positive impressions and perceptions.
- The value of speaking well.
- Setting and achieving goals.
- Demonstrating positive work ethics.
- Remaining personally authentic while making choices for success.
- Communication and public speaking skills.
- “Small talk” and conversational skills.
- Workplace behaviors and professionalism.
- Presenting professionally in person, on the phone and in video.
- Motivation, self-esteem and positive attitudes.

**Sylvia Henderson**

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