

## ABOUT FACE 2 FACE

Face 2 Face, an offering of PartenPender, is dedicated to equipping new professionals and seasoned executives for success in interpersonal settings. Acting as questioners, listeners, challengers, and guides on the journey toward face-to-face excellence, Chuck Parten and Deb Pender challenge assumptions, create a sense of safety and enthusiasm, and push participants and groups to new levels of mastery.

### Chuck Parten

Chuck is known nationwide for refining top talent, and guiding individuals and teams toward world-class performance.

As a sought-after executive business advisor, team strategist, and sounding board to more than 2000

executives, including 200 CEOs and presidents, he asks tough questions—and delivers honest feedback. He's also spent years grooming up-and-coming next-generation leaders to take on major leadership roles - including the move to the corner office.

Chuck is also an author and presenter, sharing the wisdom gained from decades spent at the highest levels of business with organizations across the nation.

*"I had aspirations of winning the top position of my division, should my boss move on. Chuck worked with me to understand my strengths and build my confidence. He was honest with me about my challenges and gave me good advice to overcome them. Unbelievably, my boss did move on. After a grueling interview process, I was named as division president (one of the few females to move into that role). I am very appreciative of the part he played in my success."*

- President, Health Care Division, Fortune 50 Corporation



### Deb Pender

Deb specializes in leveraging smart, targeted skills-building and a range of creative approaches to guide high-performance individuals to maximize their potential and push their careers to the next level.

She's known for her ability to motivate and inspire others, and for her practical, instantly-useful wisdom on communication, leadership, and interpersonal skills at all levels in an organization.

An accomplished executive, leader, advisor, mentor, career coach, team strategist, and presenter, Deb brings over two decades of diverse experience working with executive leadership including CEO's and presidents in rapidly changing business environments spanning financial, insurance, real estate, medical technology, manufacturing, franchising, and retail operations.

*"Deb excels in effective and positive communications, sets clear and consistent expectations and is a great mentor. I'm thankful to have tapped into some of her knowledge."*

- HR Manager, Real Estate Industry



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### The PartenPender Promise

*These are measurable, ROI-focused services where specific goals and outcomes are agreed upon at the outset and met by completion. Expect customization to your unique realities and business objectives, practical action steps, with confidentiality and respect at every turn.*

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PartenPender<sup>p<sup>2</sup></sup>  
Refining the brightest and best  
business talent in the world

## FACE 2 FACE

Refining the brightest and best business talent in the world.

This may be the wired era, but the most important interactions—interviews, pitches, sales calls, negotiations and more—still happen face to face. Unfortunately, many top professionals and next-generation leaders lack the skills to be effective in these crucial conversation situations.

Bottom line: Poor face-to-face interpersonal skills cause businesses to lose money, clients, and opportunities. Exceptional face-to-face interpersonal skills provide professionals with the ability to achieve mastery in the art of communication going well beyond digital and social media.

We work diagnostically to help individuals, teams, and professionals across entire organizations master the skills needed to be truly exceptional in interpersonal interactions, and to meet defined goals.

### WE WORK WITH:

#### Tomorrow's leaders

Many of today's best up-and-coming professionals are able to flip between twitter, texting, and other online mediums with the ease of Olympic gymnasts. However, they may not be truly effective in face-to-face situations, often because so much of their interaction experience has taken place online. They simply haven't logged the "flight time."

#### Seasoned executives

We also work with seasoned executives who have made their way into top ranks and may need a boost in interpersonal skills...because the top ranks are where they'll need those skills the most.

## BUSINESS-CRITICAL INTERPERSONAL SKILLS

- Studies show that face-to-face interactions enhance trust, help build respect, and create stronger teams and relationships far more effectively than wireless communications.
- Great face-to-face skills can be taught and turned into a powerful advantage for individuals and organizations.
- Professionals who have a powerful presence both online and offline—i.e. in person—will be the most successful leaders.



## FOR ORGANIZATIONS

### Meet organizational objectives

Many of the firms we work with have specific goals, and make Face 2 Face a key part of their strategy for meeting those goals. We tailor our presentations and one-on-one guidance to an organization's unique needs, focusing on measurable results in the short term - and leaving individuals equipped with skills that will serve them throughout their careers. [Call to learn more about](#)

### Face 2 Face 101: Building interpersonal power

What's the difference between surviving and thriving in a critical business situation? Often, it's as much about inner confidence and non-verbal cues as it is about excellent verbal skills - and all of these abilities can be learned and mastered. We show your staff how to create positive first impressions, build trust, communicate successfully in a range of scenarios, develop the emotional intelligence needed to build authority, and more.

### Ensure your team knows when to unplug

Texts and emails are convenient, but sometimes, choosing a wireless interaction over a quick face-to-face meeting cause your employees to lose out on important advantages and opportunities. This process helps professionals recognize when it's best to unplug and walk down the hall or drive across town. It also helps build a range of interpersonal skills, ensuring they effectively capitalize on face-to-face opportunities, and lead or support quality meetings.

### Increase sales numbers through powerful questions

Well-articulated questions help break down walls, strengthen relationships, and narrow the discussion focus to more clearly understand and answer client challenges. This popular program helps professionals leverage a questioning strategy and related interpersonal skills to significantly increase numbers. Covers everything from initial question formulation to the interpersonal techniques needed to close a sale.

### Grooming your next generation of leaders

A highly diagnostic offering, "Grooming" gives your 'best and brightest' the ability to see themselves as others see them, with useful insights into strengths and weaknesses. It then goes on to focus on building key skills and instincts, executive success factors (hard and soft skills), and polished executive presence, as well as world-class communication and interpersonal skills.

## FOR GROUPS OR INDIVIDUALS

### Be the one they're dying to work with

Mastering just five interpersonal skill areas will dramatically improve your edge during interviews and negotiations - and throughout your career. This program gives you the basics on the power of questions, likeability traits, body language, trust-building and more, for the inner and outer confidence you need to "hit it out of the park."

### Stand out from the crowd and win your bosses' confidence

Learn to "speak the language" of decision makers around you by understanding generation gaps, as well as communication styles, non-verbal cues, active listening, career positioning techniques, executive success factors (hard and soft skills) and more—and start winning friends and allies in all the right places. Expect customized guidance you can put to use tomorrow morning.

### Get ahead by knowing when to unplug

Texts and emails are convenient, but sometimes, choosing a wireless interaction over a quick face-to-face meeting cause you to lose out on important advantages and opportunities. This program helps you recognize when it's best to unplug and walk down the hall or drive across town. It also helps build the interpersonal skills you need to capitalize on the opportunities and build strong relationships.

### Increase sales through powerful questions

Well-articulated questions help you break down walls, strengthen relationships, and narrow the discussion focus to more clearly understand and answer client challenges. This popular program helps you leverage a questioning strategy and related interpersonal skills to significantly increase numbers. Covers everything from initial question formulation to the interpersonal techniques you need to close that sale.

### Gaining and keeping the corner office: critical skills for next generation leaders

A highly diagnostic offering, "Grooming" gives you the ability to see yourself as others see you, with useful insights into strengths and weaknesses. It then goes on to focus on building your key skills and instincts, executive success factors (hard and soft skills), and polished executive presence, as well as world-class communication and interpersonal skills.

### CUSTOMIZED ADVISING

No two individuals or organizations have the same needs and goals, which is why Face 2 Face offerings are always customized to address specific issues and objectives.

All Face 2 Face services are available as individual private sessions or group presentations.

Offerings are customized to meet specific objectives, and may include personalized guidance, role-play, skills-building, lively instruction, hand-outs, break-out sessions and more; available to local and out-of-town clients.

