



SUSANNE KILIAN

**Keynote / Author / Consultant / Lecturer /
Volunteer / Mentor / Interpreter at the United
Nations, Germany**

I AM SPEAKING AT:

2021 | IPMA GLOBAL
BEST PRACTICE WEEK
ONLINE EVENT

April **29**th | **9:00** am CEST / UTC+2

Bio: Susanne Kilian – communication is key

On the power of words and its mastery. As a UN interpreter for a wide range of international leaders, presidents and decision-makers, in Asia, the Middle East, the USA and Europe, she has observed the consequences of misunderstandings on a daily basis. Throughout her career she has developed communication strategies for project management, presentations and negotiations that score internationally. She now shares “words that work” throughout the world of politics, media and industry. Keynote. Author. Consultant. Lecturer. Volunteer. Mentor. www.susanne-kilian.com

Abstract: RESILIENCE – WORDS THAT WORK

Unlock the secrets of staying close and connected to your teams and customers. Positive relationships are key to both resilience and projects that succeed. With limited personal contact, rhetorical skills are more essential than ever before. Discover how you can use the potent effects of positive language to

- make digital conferences more motivating, enjoyable and effective
- master remote conflict situations and prevent misunderstandings
- Win new resources for common goals and success