

# Rebecca Z. Shafir M.A. CCC

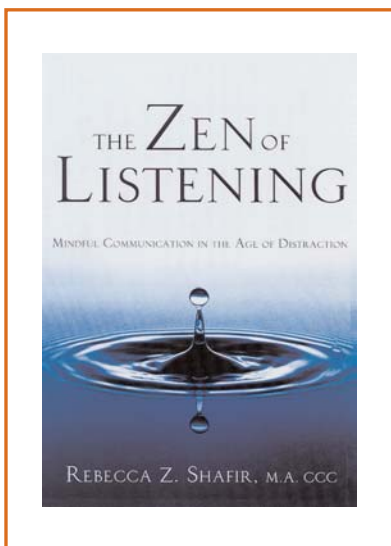
Speech/Language Pathologist  
Communication Consultant

For more information contact Rebecca Shafir  
[www.MindfulCommunication.com](http://www.MindfulCommunication.com)  
RebeccaShafir@att.net • (978) 255 -1817



**Rebecca Shafir**, author of the award-winning and best selling book *The Zen of Listening: Mindful Communication in the Age of Distraction*, a speech/language pathologist and communication consultant has coached radio and TV personalities, political candidates and other professional speakers since 1980. Her advice has appeared in the Wall Street Journal, Boston Globe, Washington Post and other major national publications. She is a sought after guest on radio and TV for her practical approaches for improving one's concentration and memory, and building customer and family loyalty through mindful listening.

Based upon research and interviews with hundreds of business, education, and healthcare professionals, Rebecca's talks are targeted towards meeting your particular organization's objectives. She is in private practice at the Hallowell Center for Cognitive and Emotional Health in Sudbury, Massachusetts. Rebecca's client list includes Genuity, Stratos Computers, Cisco Systems, University of Massachusetts, Hyatt Regency Hotels, Lahey Clinic, Boston Bar Association, John Hancock/Real Estate Investment Group and Sun Microsystems and Mathworks.



Author of the  
award-winning  
best selling book,  
*The Zen of Listening*

## Talk/Seminar Topics:

Customer-Driven Listening:  
Working From the Inside Out  
to Create Loyalty and Profit

The Five Greatest Listening  
Mistakes

Fearless Public Speaking

Speaking with Impact: Voice  
Coaching for Business  
Professionals

Listening to Your Kids/Getting  
Your Kids to Listen to You

Mindful Listening: A  
Prescription for Better  
Outcomes, Happier Patients  
(for medical professionals)

Media Coaching for Authors

"It was indeed a pleasure to have you as our featured speaker at our annual Managers' Conference. Your exhaustive efforts to contact as many managers as possible prior to the event brought you in touch with our industry, our issues and our people. The construction industry can be a tough audience, and even more so, a room mostly full of men! You held their attention with a viable message which is extremely helpful as we move forward."

Jean-Marc Allard, CEO, Hubbard Construction

"Rebecca has readily accommodated to our needs to deliver courses that were timely, targeted and quality based. When I schedule a training session with Rebecca Shafir I can count on the fact that it will be of great value to our employees. It is Rebecca's quality, predictability and sustainability that make working with her a pleasurable experience."

Lynn Messman, Director  
of Training, Epsilon University

"Rebecca's presentation on "Listening in the Age of Managed Care" was absolutely outstanding, and was very well received by our audience. The written evaluations were superb with many flattering comments about her talk. She is a truly gifted teacher, a dynamic speaker and a knowledgeable professional."

Allison O'Brien, Director of  
Nursing Education, Lahey Clinic

"We just wanted to thank you AGAIN for coming on our show! We hope you enjoyed the interview as much as we did. It was great hearing how we (men) can make our relationships better at home - rave reviews from our callers too!"

Bill Maas, Sports Radio 810

"Our favorite guest! Rebecca is always refreshing. She has a way of explaining communication skills in a unique and interesting style. She approaches subjects in a thought-provoking manner and presents with more than the run-of-the mill approach."

Patty Adamson, Producer  
for WEKZ 93.7

"We could not have had any better closing to our conference than you! Your message, your enthusiasm and the audience participation had everyone leaving on a high note returning to work entertained, refreshed and more informed."

Don Gjesfjeld, Chairman,  
Wisconsin Family Based Services

"What a refreshing and do-able approach to sales coaching! Our staff is still raving about how you inspired them to take a serious look at our ability to communicate with clients. And, the best part, is that my staff has put your techniques to work with great success!"

Mary Magner, Training and  
Development Coordinator,  
John Hancock Real Estate

Thanks for the terrific seminar! We enjoyed it very much as you can see from the enthusiastic book sales after your presentation!

Bob Whitfield, Program Manager,  
Sun Microsystems

"It was certainly a pleasure to have you as a guest on my national public radio program, *What's On Your Mind?* You were very easy to talk with and listeners were certainly drawn to the phone lines once you came on the air."

Linda Austin, M.D.

*Rebecca Shafir*

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