



*Exceptional training and guidance in evidence-based communication skills that create change and improve outcomes for individuals, organizations, and the communities they serve.*

# The Institute for Individual and Organizational Change

*"Thank you! Of all the webinars I've attended since COVID19 (there've been a ton!) - this has been one of my favs!!! I've truly enjoyed this webinar. I've been using these skills and I am just STUNNED with how effective they are!!! I've been able to assist my customers now with concrete goal setting and it's a beautiful thing! I may even finding it kind of fun! Thank you! Thank you! I appreciate the passion you guys have there IFIOC – and also, all the good work you're accomplishing. It's encouraging to see people's lives and systems changing for the better."*

**Anne Kooy , Michigan**

*"I just wanted to send a quick note to let you know how much I have enjoyed the trainings I've done with you and John this past month. You both do an excellent job of presenting the material, and I also think you are both exceptional at understanding the questions people ask and connecting the dots in a very tangible and applicable way while also making it relevant for everyone in the training and not just the person who asked the question. Many trainers do not possess this skill set generally, let alone in an online class. Thank you for your time and expertise!"*

**Marissa Turner, Washington**

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**Casey Jackson**

Member of the international  
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