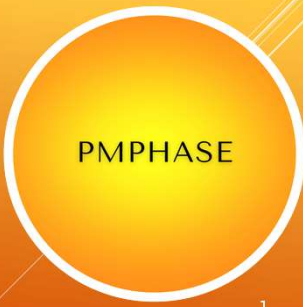


**Respond vs. React**  
*Presented By*  
**India Brown, President**



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**About the Speaker**

**India Brown, MBA, CPC**

India Brown is a small business owner with over 20 years of experience in project management. Working as a freelance consultant, recognized for effectively leading large projects, and managing project teams, she started her own consulting firm, Brown Design and Workflow Creations DBA- PMPHASE.

She has successfully been operating PMPHASE consulting firm, since 2013 offering consulting project management services to various clients. Her portfolio includes projects in the healthcare industry, information technology, revenue cycle management, education, training and development, and mentoring.

Education:  
 Bachelor's in Business Administration, from Indiana Institute of Technology,  
 Masters of Business Administration (MBA), from Northcentral University.



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**What Will Be Covered**

- ▶ **Respond vs. React**  
 What does this mean to you?
- ▶ **Triggers**  
 What may drive your response behavior?
- ▶ **Develop the "Respond" Skill**  
 Learn this skill to enhance your communication techniques
- ▶ **Deactivate the "React" Button**  
 Practice a different behavior

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## Key Takeaways

- ▶ Know the difference between Respond and React
- ▶ Identify 2 of your own personal triggers
- ▶ How to utilize your “respond” skills
- ▶ How to manage your “reactive” replies

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## Contact Information

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