

*Deborah A. Easton,*  
*Communication Skills*  
*Consultant*



Deborah Easton, an internationally-known trainer and owner of Easton Consulting, has presented the training program **“Generations in the Workplace”** to hundreds of audiences of varying industries including health care, manufacturing, banking, insurance, social services, technology and numerous professional organizations. The program’s emphasis is the universal need of all generations for respect, although each generation defines respect in its own way. Numerous aspects of this topic -- coaching generations, generational definitions of “good customer service,” accountability among generations and preparing for Gen Z, etc. -- have been incorporated into the training depending on the client’s needs.

**Deborah’s most requested training/consulting topics are:**

What Style Communicator Are You?

Generations Working Together

Interpersonal Communication Skills

Coaching Soft Skills Competencies

Supervisory Communication Skills

Dealing with Difficult Behaviors

Coaching Accountability

Dynamic Speaking Skills

Deborah has a Master’s Degree in Rhetoric and Communication. She has been facilitating corporate training for thousands of employees of various industries for over 35 years. From 1981-1991 she taught at Kent State University in the Graduate School of Management and the School of Communication Studies, from whom she received the 2012 Distinguished Alumni Award for her contributions to the field of communication.

**The following are some of the organizations that have utilized Deborah's services:**

First Energy Corp.	MTD Products (USA & Canada)	Summa Health Systems
FedEx Custom Critical	NASA Glenn Research Center	Time Warner Cable
American Greetings	Hyland Software	Sherwin-Williams
Cleveland Indians	Step2	PARTA
Progressive Insurance	The Timken Company	SnapOn Business Solutions
The Cleveland Clinic	Honeywell, Inc.	Credit First National
Windstream Communications	Saint-Gobain Performance Plastics	Heinz Frozen Foods
Davey Resource Group	Metro Health Systems	Babcock & Wilcox
Harley-Davidson	Cub Cadet Canadian National Sales Conference	
Sterling Jewelers	BDI	Western Reserve Insurance
A.R.E.	Moen, Inc.	Ohio Library Association
Acument Global Technologies	Diebold	DDR
Ohio Commission on Aging	Ohio Job & Family Services	The Hoover Company
Bank Administration Institute	National Interstate Insurance	Avtron Manufacturing
VEC, Inc.	Carlisle Brake & Friction	Newell-Rubbermaid
L'Oreal	Virtual Hold Technologies	TSG/Altercare
Pomerene Hospital	Smithers Oasis	NexPak-Alpha Securities
PolyOne Corporation	Aultman Hospital	Kenna Metal
Ohio Bankers'	State Farm Insurance	Detroit Diesel
Robbins	Saint Gobain NorPro	Andover Bank
International Society of Arboriculture		University of Akron School of Law
FreshMark	Akron General Medical Center	City of Canton
The Veterans' Administration	Buckeye Container	QuickDraft
Zanesville Bank	Summit Co. Metro Parks	Ruhlin Construction
Harry London Candies	ComDoc	Ansell-Perry
First Merit Bank	STERIS Corporation	Westfield Insurance Group
A. Schulman, Inc.	Pepperl + Fuchs	Zircoa
Ohio Chemical & Plastics	Trinity Health System	Mercy Medical Center
Henkel	Trelleborg Wheel Systems	Maxion Wheels
Cleveland Housing Network	Rohrer Corp.	Netcare
Coastal Pet Products	The Village Network	MK Morse
Preformed Line Products	Heartland Behavioral Healthcare	Colfor Manufacturing
Automated Packaging Systems	CSA America	MK Morse
Applied Industrial Technologies	SPSI, Inc.	Ohio Gratings
Elyria Foundry	Commercial & Savings Bank	CSE Credit Union
Kellex Seating	NPA Coatings	Gieseke + Devrient
MCTV	Reliability First	Kitchler Lighting
GOJO	Prestolite	