

The Cost of Poor Communication

by Robert Heath, Sr.



ROBERT HEATH, SR.

What if the biggest obstacle to your business success isn't competition but communication? Studies show that poor workplace communication costs businesses an average of \$12,506 per employee annually and is responsible for up to \$1.2 trillion in losses across U.S. companies every year. But it doesn't have to be this way.

In this compelling keynote, Robert Heath, Sr. reveals how communication isn't just a soft skill—it's a hard driver of productivity, profitability, and organizational growth. Using real-world examples and actionable insights, he'll help you uncover the hidden costs of poor communication and show you how to transform it into a powerful tool for competitive advantage.

Robert Heath received his JD, cum laude, from the University of Illinois College of Law. He also holds an MA in Teaching from Christian Brothers University, as well as dual BA degrees in Economics and Speech Communications from the University of Illinois at Urbana-Champaign. Robert served for 8 years as a United States Marine Corps Officer and was awarded the Navy and Marine Corps Commendation Medal for his leadership as a Commander of one of the largest companies in the U.S. Marine Corps. Combining the Leadership principles he learned as an Officer and Company Commander in the United States Marine Corps with the personnel development strategies he has mastered over 20 years of leading, teaching, and coaching, Robert works with leaders who desire to increase productivity, initiative, and follow through; reduce stress; and get the very best out of their team on every project, regardless of who they may lead.

For more information visit <https://tlcgc.com/>.

Wednesday, February 11, 2026

6:20 P.M. NETWORKING | 6:30 P.M. MEETING / PROGRAM

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QUESTIONS? E-MAIL PROGRAM CHAIR MARCIA GREEN AT NOVIOAKSABWA@GMAIL.COM



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