

COMMUNICATION SKILLS

Session Goal:

Learn and practice four key communication strategies.

Overview

Being an effective communicator is dependent upon 4 key strengths:

1. Having an interest or curiosity in learning and inquiring about someone else's perspective.
2. Using skills that assist the listener in actively exploring the speaker's point of view and the feelings and beliefs associated with their perspective.
3. As the listener, being able to demonstrate to the speaker that you are tracking both what they are saying and the metamessage reflected in their statements. Metamessages are the feelings, interests, and meanings that lie beneath the surface of a statement.
4. Being able to respectfully assert your own interests while searching for mutually satisfying solutions.

Objectives:

Participants will be able to:

1. Fine tune their active listening skills while learning how to identify mutual needs and interests.
2. Identify and discuss the value of exploring the perspectives of others.
3. Respond effectively to strong emotions like anger.
4. Practice effective inquiry skills.
5. Become attuned to body language.

Duration: 4-hours



*What you are telling
me with your body
communicates so loudly
that I can't hear what
you're saying.*

—Deepak Chopra



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