

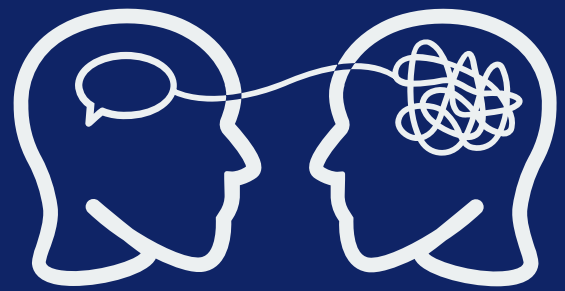


# Complicated Conversations:

## How to Understand Each Other When We Don't Understand Each Other

The key to understanding opens more than just a door.

- Learn how to tactfully navigate difficult communication situations.
- Recognize the barriers to understanding and overcome them with effective communication.
- Utilize strategies to reduce situational tension for more productive and positive interactions.
- Promote mutual understanding with mindful communication methods.



### Topics Covered:

- Perceptual Differences
- Expectations and Roles
- Socio-Psychological Biases
- Feedback and Criticism
- Balanced Listening
- Mutual Clarity

Communication  
Education:  
Connectivity with  
Positivity



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