

Advanced Manual – Interpersonal Communication

Conversing with Ease

Objectives: Identify techniques to use in conversing with strangers.

Recognize different levels of conversation.

Initiate a conversation with a stranger.

Use open-ended questions to solicit information for further conversation.

Time: 10-14 minutes

The Successful Negotiator

Objectives: Employ win/win negotiating strategies to achieve your goals.

Enjoy the benefits of win/win negotiating.

Time: 10-14 minutes

Diffusing Verbal Criticism

Objectives: Respond non-defensively to verbal criticism.

Employ a five-step method to identify the problem, diffuse the attack and arrive at a solution.

Time: 10-14 minutes

The Coach

Objectives: Determine reasons for someone's substandard performance.

Coach the person to improved performance.

Time: 10-14 minutes

Asserting Yourself Effectively

Objectives: Enjoy the mental and physical benefits of being assertive.

Employ the four-step method for addressing a problem and asking for help.

Overcome resistance to your requests.

Time: 10-14 minutes