Participant Guide

Part 1 - Communication Skills for the Workplace
**Agenda**

- Basic Communication Skills
- Conflicts vs. Disagreements
- Emotional Regulation
- Problem-Solving Template
- Healthy Workplace

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**Basic Communication Skills**

**“I” Statements**

- I need
- I observe/notice
- I want/would like
- I think
- I feel

**Listening**

- Pay attention
- Non-verbal cues
- Presence
- Reflecting
- Clarifying

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**Conflicts vs. Disagreements**

- Being right
- Judgmental
- Divisive
- Position
- Being different
- Understanding
- Common ground
- Point of view
Managing Emotions

MANAGING
- Anger
- Resentment
- Fear/Insecurity
- Stress
- BREATHE!

Problem-Solving Template
- Describe problematic behavior
- Explain its impact on you
- Request behavior change
- Possible consequences of no change
- Possible benefits of change

Please complete the following paradigm:

I feel __________________________ when you __________________________
  (feeling word)  (behavior)

because ______________________________________________________________
  (effect on speaker)

I want you to __________________________________________________________
  (statement of change)

If you do/don’t _________________________________________________________
  (statement of change)

I will _________________________________________________________________
  (statement of consequence)

And it will ____________________________________________________________
  (how it benefits us)
Healthy Workplace

- Mutually respectful
- Dignity for all
- Inclusive
- Supportive
- Less stress

Questions to Ponder

- What effort are you willing to make to improve your listening skills?
- How do you resolve disagreements when they arise between you and other colleagues?
- How do you manage your difficult feelings if they surface during difficult discussions?
- How do you contribute to your team's ability to communicate well?
Benefits
Your employer cares about you as an employee and as a person who lives a life outside the workplace. We at Concern understand how balancing these roles can make your life a juggling act:

- Balancing work, home, and leisure
- Taking care of people who rely on you
- Dealing with the stress of modern life
- Handling loss and the unexpected

Call Concern’s toll-free number if you feel overwhelmed by the stressors in life. 800-344-4222

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It combines technology, counseling, and self-help tools with compassionate human interaction – all in one place.

Mindfulness for Everyday Living
You have access to eM Life – an entire suite of evidence-based live and on-demand mindfulness solutions.

- It can be accessed via the Concern Website: employees.concernhealth.com, or
- You can download and access via your mobile phone.
Thank you!
Questions? Comments?

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