



Participant Guide

Part 1. Communication Skills for the Workplace

Agenda

- Understand the NECESSITY of taking care of yourself
- Recognize the components of good self-care & how to create more balance in your life
- Identify opportunities for building self-care into your everyday life



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



Conflict vs. Disagreement

- | | |
|---------------|-------------------|
| • Being right | • Being different |
| • Judgmental | • Understanding |
| • Divisive | • Common ground |
| • Position | • Point of view |



Managing ...

-

[illegible]

Problem-Solving Template

- 

[illegible]

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?



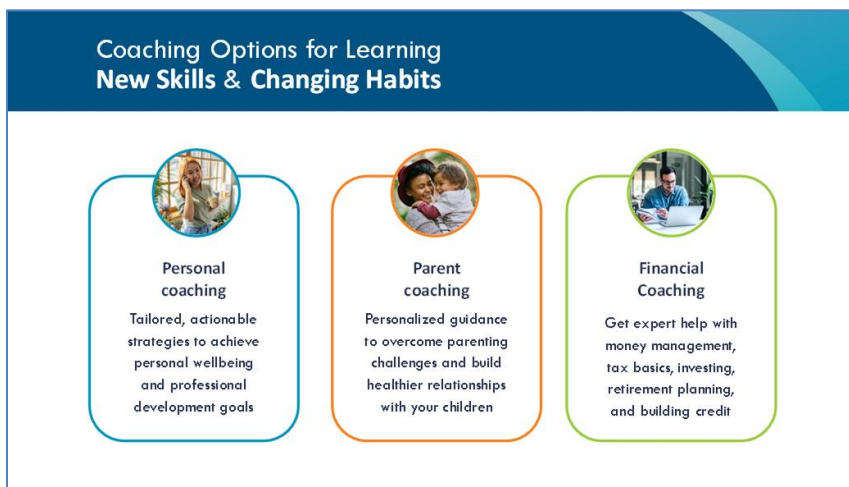
How do you manage your difficult feelings if they surface during difficult discussions?



How do you contribute to your team's ability to communicate well?

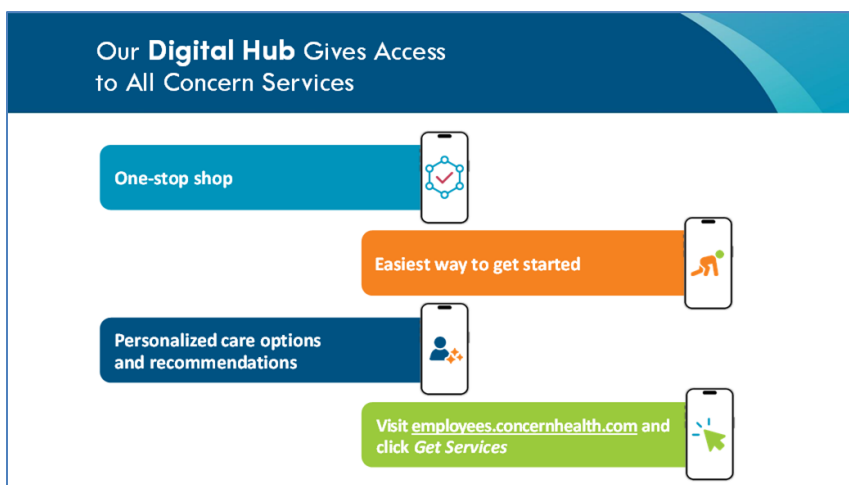


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Questions? Comments

Thank you!

Please complete the Survey Monkey
<https://www.surveymonkey.com/r/3VHDNPS>