

DON'T GET MAD, GET EVEN ... EVEN MORE COOPERATION (Fostering Teamwork)

When other's reoccurring behaviors irritate you, don't suffer in silent resentment. Learn and practice an effective model used to get positive behavior changes for increased cooperation and decreased conflict. This workshop also includes skill practice in improving the power of listening skills for greater understanding, which is particularly useful in unclear or conflict situations. In order to discover a mutually successful outcome, you need to truly understand the other person. Practice using this tried-and-true process of paraphrasing for greater understanding. These positive and proactive approaches can make your work environment more enjoyable and productive.

Points of focus:

- + Focusing on **Characteristics** that Make a Person an **Effective Listener**
- + Discovering **Barriers** that Prevent People from Really Communicating and Understanding Each Other
- + The Communication Process: How it Works and Doesn't Work
- + Listening for Results: Practice in Understanding Both the Message and the Meaning
- + Paraphrasing in Conflict Situations:
 - + Rephrasing and Giving Feedback
 - + **"Your Turn, My Turn" Tactic**
- + **Giving and Receiving Work Instructions** to Ensure They Are Understood
- + Making **"I" Statements** for Clearer Communication Using Descriptive Language
- + **Learn and Practice the DESC Model** in a Here-and-Now Situation To Increase Cooperation and Decrease Conflict
- + **Action Points** and Evaluation

GO OUT AND MAKE A DIFFERENCE!!

Refer to client comments

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