It’s Not What We Say, It’s How We Say It! Part 2
Advanced Skills in Effective Communication

Strong emotions often complicate communication. When tempers flare, verbal attacks and complaints can easily put people on the defensive. How we respond is crucial to the outcome. Navigate tense conversations with confidence drawing upon skills used in mediation and hostile negotiations. Learn and practice a powerful three-step process that quickly calms negative emotions, gets to the bottom of the real issue and transforms difficult conversations into satisfying solutions. Instructor is a certified mediator.

Who should take this course?
The course is designed for those who want to skillfully navigate through difficult conversations.

Course Objectives

• Recognize when a verbal attack happens.
• Discover how to listen for real meaning.
• Understand how to respond to strong emotions.
• Employ three-steps that transform strong emotions into conversation.
• Recognize how to ask the right questions.
• Examine tips on talk.
• Identify how to initiate talk when talk is difficult.

Course Details

• Length: 3 hours
• Classroom Type: Lecture
• Prerequisites: None. It’s Not What We Say, It’s How We Say It! Part 1 recommended.

The above prerequisites are considered to be the basic skills and knowledge needed prior to taking this class. Instructors will assume your readiness for the class materials and will NOT use class time to discuss prerequisite materials.
Course Contents

Recognize when a verbal attack happens.
- The three choices to make
- Uncover the tactics people use to get their way.

Discover how to listen for real meaning.
- Three layers in a verbal attack.
- The 15 core needs and values people are looking to satisfy.
- Defining which value/need is at play.

Understand how to respond to strong emotions.
- Cycle of strong emotions.
- What to do when your buttons get pushed.
- Case study exercise.

Employ three-steps that transform strong emotions into conversation.
- Creating an atmosphere to talk.
- Testing the readiness to resolve - now or later.
- Responding to real versus fake apologies.

Recognize how to ask the right questions.
- Three types of powerful questions to ask.
- The four themes that must be clarified.
- Questions that get to the bottom of an issue.

Examine tips on talk.

Identify how to initiate talk when talk is difficult.