

Soft-Train



*At Soft-Train
Technology Works*

Developing People Skills and Understanding Team Dynamics (3 Days)

COURSE GOAL: Teach the basic principles of successfully interacting with other people, through the use of effective communications and analysis of what other people are conveying through words and actions.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Employ effective communications to strengthen interpersonal relationships
- Understand how to listen
- Understand how to properly respond to what is being said
- Understand how to be assertive in communicating with others
- Understand basic conflict resolution steps

KEY TOPICS:

I. Skills for Bridging the Interpersonal Gap

- A. Communication: Humanity's Supreme Achievement
- B. The Ineffectiveness of Most Communication
- C. The Ache of Loneliness
- D. So Much Lost Love
- E. A Key to Success at Work
- F. A Life-or-Death Matter
- G. You Can Change
- H. You Will Change!
- I. Managing Your Resistance to Learning
- J. Five Sets of Skills

II. Barriers to Communication

- A. Common Communication Spoilers
- B. Why Roadblocks are High-Risk Responses
- C. Judging: The Major Roadblock
- D. Roadblock
- E. Sending Solutions Can Be a Problem!
- F. Avoiding the Other's Concerns
- G. Roadblock Number Thirteen

III. Listening is more than merely Hearing

- A. The Importance of Listening
- B. Listening Defined
- C. Listening Skill Clusters
- D. Attending Skills
- E. Following Skills

IV. Four Skills of Reflective Listening

- A.** Reflective Responses Provide a Mirror to the Speaker
- B.** Paraphrasing
- C.** Reflecting Feelings
- D.** Reflective Meanings

V. Why Reflective Responses Work

- A.** Style and Structure in Listening
- B.** Six Peculiarities of Human Communication
- C.** Skepticism is Best Dissolved by Action

VI. Reading Body Language

- A.** The Importance of Body Language
- B.** Nonverbals: The Language of Feelings
- C.** The “Leakage” of Masked Feelings
- D.** Guidelines for Reading Body Language
- E.** Reflect the Feelings Back to the Sender
- F.** A Clear but Confusing Language

VII. Improving Your Reflecting Skills

- A.** Guidelines for Improved Listening
- B.** Beyond Reflective Listening
- C.** When to Listen Reflectively
- D.** When Not to Listen Reflectively
- E.** The Good News and the Bad News

VIII. Three Approaches to Relationships

- A.** Listening and Assertion: The Yin and Yang of Communication
- B.** Methods for Developing Assertiveness

- C.** The Need to Protect One’s Personal Space
- D.** Impacting
- E.** The Submission-Assertion-Aggression Continuum
- F.** Payoffs and Penalties of Three Ways of Relating
- G.** Choose for Yourself

IX. Developing Three-Part Assertion Messages

- A.** Verbal Assertion: The Third Option
- B.** Three-Part Assertion Messages
- C.** Effective and Ineffective Ways of Confrontation
- D.** Writing Three-Part Assertion Messages
- E.** A Voyage of Self-Discovery and Growth

X. Handling the Push-Push Back Phenomenon

- A.** Surprise Attack
- B.** The Human Tendency to be Defensive
- C.** The Upwards Spiral of Increasing Defensiveness
- D.** A Six-Step Assertion Process

XI. Increasing Your Assertive Options

- A.** Many Varieties of Assertive Behavior
- B.** “Natural” Assertions
- C.** Self-Disclosure
- D.** Descriptive Recognition
- E.** Relationship Assertions
- F.** Selective Inattention
- G.** Withdrawal
- H.** The Spectrum Response
- I.** Options
- J.** Natural and Logical Consequences
- K.** Stop the Action; Accept the Feelings
- L.** Say “NO!”

- M. Modify the Environment
- N. The Danger of Going Overboard
- O. The Aura of Assertiveness

XII. Conflict Prevention and Control

- A. Conflict is Unavoidable
- B. Conflict is Disruptive and/or Destructive
- C. The Benefits of Conflict
- D. Realistic and Nonrealistic Conflict
- E. Personal Conflict Prevention and Control Methods
- F. Group/Organizational Prevention and Control Methods
- G. The Dangers of Conflict Prevention and Control

XIII. Handling the Emotional Components of Conflict

- A. Focus on the Emotions First
- B. The Conflict Resolution Method
- C. The Conflict Resolution Method in Action
- D. Four Ways to Use the Conflict Resolution Method
- E. Preparation for the Encounter
- F. Evaluating the Conflict
- G. Expected Outcomes of the Conflict Resolution Method