



Communication Mystery: Solved

Course objectives

The participants will be able to:

- ✓ Recognize common myths and facts related to communication
- ✓ Understand the value or destructiveness of assumptions in communication
- ✓ Distinguish among the four paths of expression
- ✓ Construct a tool kit of assertive-speaking techniques
- ✓ Practice using assertive, positive language when communicating with others
- ✓ Use active-listening skills to communicate with others in a group
- ✓ Practice effective listening techniques
- ✓ Become sensitive to behaviors that may or may not obstruct problem solving
- ✓ Practice successful problem solving techniques