**That's Not What I Said!: Foundations of Interpersonal Communication**

**Event Description:** Explore different learning and communication styles, fears, insecurities and defense mechanisms that define interpersonal communication.

**Presented by:** Melissa Powell

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| **What are your goals for viewing this webinar?** | |
| **Personal Goals** |  |
| **Team Goals** |  |

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| **Discussion question** |
| Melissa discusses how communication is situational. Consider varied examples of your **personal**, **professional** or **organizational** communication. How can your increased awareness of this help you improve your communications? |
| **Discussion question** |
| Think of a situation where communication has been difficult for you. Explain how the scenerio might play out using the suggestions Melissa shared on turning the **negative phrasing** to **positive phrasing**. |

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| **Discussion question** |
| Many situations in our work put us in the situation of having to instruct, to correct, to ‘supervise’ or ‘judge’ others. Using these guidelines on **Giving** and **Receiving Feedback**, pick a scenerio in your own workplace to reflect on.  **Giving Feedback**  Intention of Benefit  Reflect: Be a mirror, not a tape recorder  Present a Balanced View  Put yourself in their place  Be specific  Share, don’t blame  Be direct  Say your piece then let it go  **Receiving Feedback**  Keep an open mind  Look at your reaction  Do not explain  Be grateful  Contemplate  Be aware of your emotions |

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| **Action Plan** (include next steps, who, when, etc.) |
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| **NOTES** |
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