

The Power of Real Communication

Dr. Dorothy Marcic

Get past the daily stumbles over misunderstandings, defensiveness and poor listening. Good communication leads to higher performance. Learn how to maximize your own and your group's potential through more effective communication.



Most professionals report they have several emotionally-difficult conversations each day, some of them so traumatic it leaves them unproductive for some time. This presentation helps participants to learn how to navigate through the murky waters of these intense interactions. Dr. Marcic will help them to:

- ◆ Learn to spot a difficult conversation
- ◆ Become less defensive when interacting with a difficult person
- ◆ Be better at diffusing the intense emotion of the interaction
- ◆ Learn how to open dialogue in the face of a heated discussion

Create more positive outcomes with these interchanges

Through helping people to identify a defensive statement and learning how their own comments can trigger others, participants will become more skilled at keeping conversations in a more productive place. This technique can work either in one-on-one conversations or in group discussions.