

Communication Style Self-Discovery (20 minutes)

Complete the following assessment to understand your communication approach:

Communication Style Inventory:

Rate yourself on the following statements (1 = Rarely, 5 = Always):

- 1. I actively listen without interrupting others
- 2. I can adapt my communication style to different audiences
- 3. I use non-verbal cues effectively in conversations
- 4. I remain calm and professional during challenging discussions
- 5. I seek to understand others' perspectives before responding

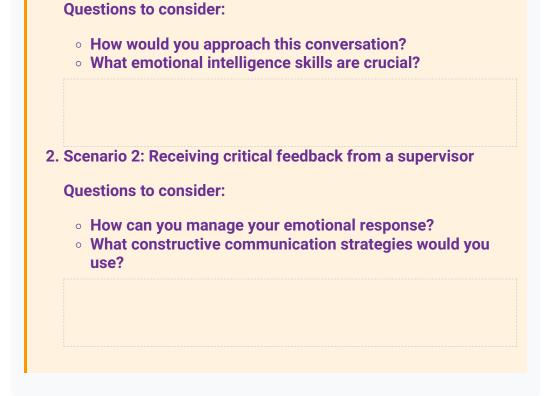
Emotional Intelligence Exploration (25 minutes)

Work in pairs to analyze emotional intelligence scenarios:

Scenario Analysis:

Read the following workplace scenarios and discuss the emotional intelligence responses:

1. Scenario 1: A colleague consistently misses team deadlines



Non-Verbal Communication	Challenge	(30 minutes)
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Group activity to explore non-verbal communication nuances:

Silent Communication Exercise:

In groups of 4, complete the following tasks using ONLY non-verbal communication:

- 1. Arrange yourselves in order of height without speaking
- 2. Communicate a complex emotion (e.g., frustrated excitement) without words
- 3. Solve a simple puzzle together using only gestures

Reflection Questions:

- 1. What challenges did you encounter?
- 2. How did you overcome communication barriers?
- 3. What did you learn about non-verbal communication?



Cross-Cultural Communication Simulation (35 minutes)

Role-play exercise to develop cross-cultural communication skills:

Intercultural Dialogue Scenarios:

Each group will receive a unique cultural communication scenario:

Scenario	Cultural Context	Communication Challenge
Business Negotiation	Japanese vs. American Business Culture	Differing Communication Styles
Team Project Collaboration	European vs. Latin American Approach	Time Management Perspectives

Role-play instructions:

1. Assign cultural roles to team members

- 2. Navigate the scenario using learned communication strategies3. Observe and document communication challenges

I'll continue the document with additional pages focusing on advanced communication skills and practical application. Here's the continuation:

Advanced Conflict Resolution Strategies (40 minutes)				
Develop sophisticated approaches to managing workplace conflicts:				
Conflict Resolution Framework:				
Analyze and develop strategies for complex interpersonal challenges:				
Conflict Resolution Model:				
1. Active Listening Stage				
Key Listening Techniques:				
 Paraphrasing Clarifying Validating emotions 				
2. Perspective-Taking Exercise				
Empathy Mapping:				
 What are they thinking? What are they feeling? What are their underlying needs? 				
3. Collaborative Solution Development				
Win-Win Strategy Components:				
 Mutual interests Shared goals Compromise areas 				
Scenario Challenge:				
In small groups, role-play a complex workplace conflict using the resolution framework:				
 Select a challenging interpersonal scenario Apply the conflict resolution steps Demonstrate effective communication techniques 				

Professional Communication Skill Assessment (25 minutes)

Comprehensive self-evaluation and peer feedback:

Communication Skills Rubric:

Skill Area	Self- Rating	Peer Rating	Development Goal
Active Listening			
Emotional Intelligence			
Non-Verbal Communication			

Professional Communication Action Plan (30 minutes)
Develop a personalized strategy for continuous communication improvement:
Personal Development Roadmap:
Short-Term Goals (Next 3 Months)
1. Specific Communication Skill to Improve
2. Measurable Improvement Indicators
3. Specific Actions to Achieve Goal
Long-Term Goals (Next 12 Months)
1. Comprehensive Communication Mastery Target
2. Professional Development Resources
3. Accountability Mechanism

Final Reflection and Commitment

Synthesize learning and commit to ongoing communication excellence:

Personal Communication Philosophy Statement:

Write a concise statement that captures your approach to professional communication, including your core values, strengths, and commitment to continuous improvement.

Signature of Commitment:

By signing below, I commit to intentional growth in my communication skills: