

Communication Essentials

- 8:00 Breakfast
- 8:30 What's My Communication Style
- 10:15 Break
- 10:30 Sticky Conversations: I Statement Magic
- 11:15 Breaking Down Resistance
- 12:00 Lunch
- 12:30 Crucial Conversations
- 1:45 Conflict Styles
- 2:30 Break
- 2:45 Be a Better Listener
- 4:15 Adjourn