



"Breaking Communication Barriers"

presented by: **Abe Wagner**

MSW, Transactional Analysis Teaching Member,
NLP Master Practitioner

Internationally recognized communication trainer, author and convention speaker

Course Objectives

Participants Will Understand:

How people process information-a key to communicating effectively.

Human behavior-how and why people act the way they do. How to change your own behavior and invite others to respond appropriately.

Common worldwide communications patterns-by understanding these you can elicit the response you want from others.

How to deal with difficult people -talking to the healthy parts of people so that they respond in effective ways.

The nature of co-dependency- improving the quality of relationships.

The power of positive reinforcement-another vital component of effective relationship building.

How to confront (carefront) diplomatically-invites listening instead of hurt feelings and defensiveness.

Pacing and leading-exciting and powerful way to establish rapid rapport, resolve conflict and really listen.

Psychological Games--being straight about wants and feelings instead of playing destructive games.

The "drama triangle" (persecutor, rescuer, victim)-how to be effective and stay out of it.

Time structuring-especially useful in retirement.

Academy for Lifelong Learning Facilitator: Rosalie Goldman --goldman-rosalie@comcast.net
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Class Schedule: Thursday, 9:30 -11:00--six sessions

February 15, February 22, March 1, March 8, March 15, skip two weeks, last class is April 6

Calvary Baptist Church--NE corner of Monaco & Hampden
Registration and tuition Information: www.academyll.org