



**Ronald Mah, M.A., Ph.D.**

Licensed Marriage & Family Therapist, MFC32136

Psychotherapy, Parent Education, Consulting & Staff Development

433 Estudillo Ave., #305, San Leandro, CA 94577-4915

(510) 614-5641 Office - (510) 889-6553 fax - E-mail: [Ronald@RonaldMah.com](mailto:Ronald@RonaldMah.com) - Web: [www.RonaldMah.com](http://www.RonaldMah.com)

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## “Uniting Together for Change” Connecting Through Communication

### **FORMAT:**

Lecture and Discussion- Participants are encouraged to make the workshop more relevant to their concerns by asking questions.

### **DESCRIPTION:**

Healthy vs. ineffective communication is often the foundation to a positive functional organization or team. Working together involves understanding yourself, your colleagues, your organization, and most of all, your shared mission; AND communicating to make the connection. This training looks at key principles and processes of communication for building such relationships.

**Working together involves understanding yourself, your colleagues, your organization, and most of all, your shared mission; AND communicating to make the connection.**

Developing the VISION –  
Developing the TRUST –  
Developing the SKILLS –  
Developing the TEAM  
are the goals of the training –  
are the means to self-fulfillment –  
are the foundation to achieving your mission.

### **A. DEVELOPING TRUST AND HEALTHY RELATIONSHIPS**

- TRUST
- VULNERABLE
- COMMUNICATE/SELF-EXPRESS
  - o Introspective
  - o Insight
  - o Connected to Self
  - o Articulate
- RECEPTIVE COMMUNICATION
  - o Identify
  - o Understand
  - o Empathize
- INVEST



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## B. STAGES OF RELATIONSHIP DEVOLUTION

COMMENTING

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COMPLAINING

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CRITICIZING

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CONTEMPT

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DEFENSIVENESS

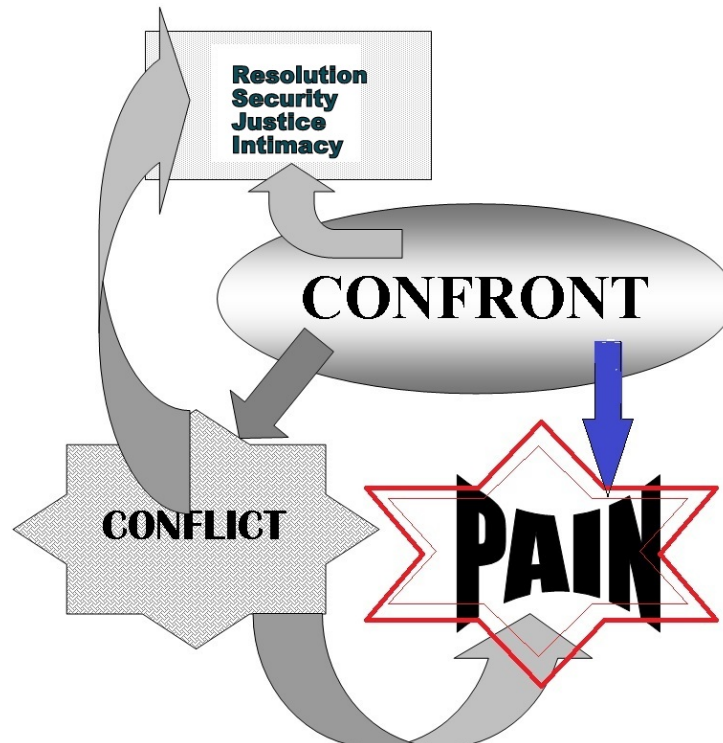
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DISCONNECTING EMOTIONALLY

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DIVORCE

## C. COMMUNICATION KEYS TO HEALTHY TEAMS

### VERBAL & NON-VERBAL COMMUNICATION

- Touch
- Tone
- Facial Expression & Body Language
- Message



CONFRONTATION



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## CROSS-CULTURAL COMMUNICATION ISSUES

- Direct vs. Indirect Communication
- Symbolism

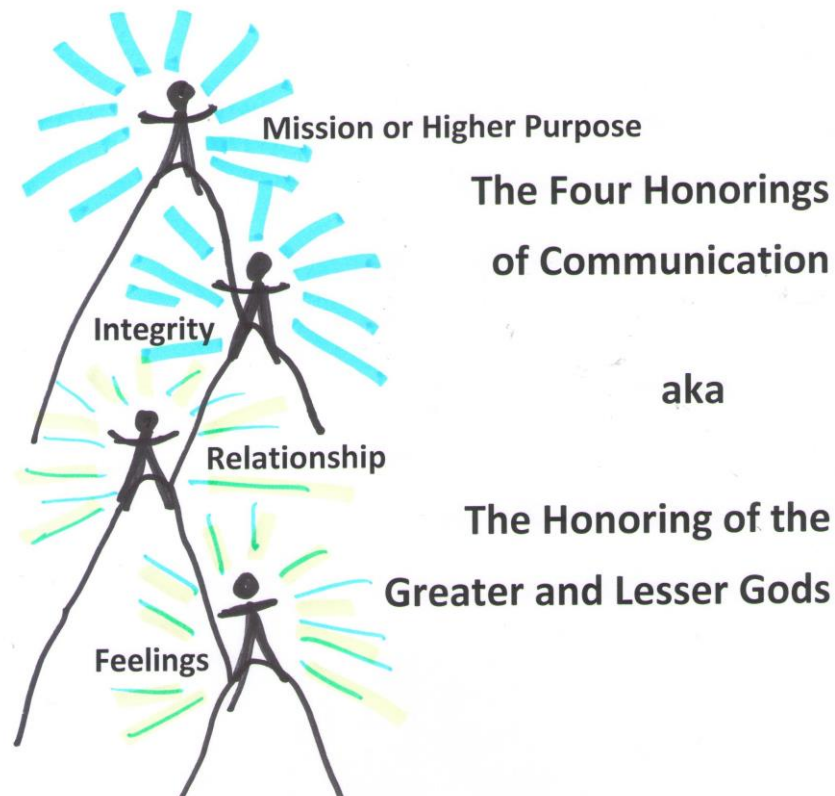
## D. SELF-ESTEEM IN THE WORKPLACE

THE FOUR CORNERSTONES OF SELF-ESTEEM for Yourself & Others:

- Acceptance/Significance
- Power & Control
- Virtue
- Competence

COMMUNICATION SKILLS that Facilitate Self-Esteem

THE FOUR HONORINGS OF COMMUNICATION



CROSS-CULTURAL COMMUNICATION ISSUES

Direct vs. Indirect Communication

Symbolism