**EXCEPTIONAL COMMUNICATION**

**The Key to Connection and Resolution**

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**THE OUTLINE:**

9AM: Understanding the Human Energy Field

Pushing participants to claim their personal power in a way that engenders confidence and safety in the client(s) changes the isolation of fear into the safety of connection.

10AM: BREAK

10:15 AM: Pacing and Leading

Practicing the concepts of pacing and leading cultivates relationship building.

11AM: Listening Session One: Facts, Feelings, Values

Deepening listening skills will include hearing the facts, utilizing heart wisdom, interpreting gut knowing.

12:00: LUNCH

1PM: Listening Session Two: From Practice to Feeling-Felt

By pulling these three listening levels together you’ll more fully understand the client’s dilemmas, needs, and interests. (Guided role plays, coaching and so forth.) Mastering the steps in helping a client "feel-felt" will promote emotional regulation, emotional calming.

2 PM: BREAK

2:15 PM: Boundaries, Paradigms, Consistency and Word Choice

Examining word choices heightens your sensitivity to ensure a congruent paradigm for respectful dispute resolution. Mastering these skills opens the door to and strengthens the capacity for the client’s ability to resolve conflict. These very same skills strengthen our team's insight / understanding of one another and empower strategic use of the safe container.