

Forging Productive Interpersonal Relationships

Linda Sloan
Taylor and Associates

Program Agenda

| | |
|----------------------|--|
| 9:00 | Introduction |
| 9:10 | Situations that push you out of your comfort zone |
| 9:30 | Type A/B Personality Indicator |
| 9:45 | Passive. Assertive and Aggressive Behaviors |
| 10:00 – 10:10 | Break |
| 10:10 | How do you know if you're connecting? Slide #1 (After explanation) |
| 10:20 | If people are confused . . . Slide #2 (After explanation) |
| 10:30 | Communicating clearly: Getting your message across |
| 10:45 | Professionalism: power and power plays Slide #3 (After explanation) |
| 11:00 -11:10 | Break |
| 11:10 | Conflict |
| 11:20 | Conflict management styles Slide #4 (At start of explanation) |
| 11:35 | Steps in conflict management |
| 11:45 | Questions & Answers Evaluations |
| 12:00 | Dismiss |