

**Interpersonal Communication Skills:  
Working Together  
SC Association of Counties Teleconference  
May 21, 2009**

**9:00 Welcome**

**Communication Worksheet (HANDOUT)**

**PPT Discussion of Why Smart People Fail**

**Discussion of tough communication situations**

**PPT Behavioral Communication Styles (HANDOUT)**

**PPT Perceptions are Reality (HANDOUT)**

**Discussion of Body Language Tune Outs and Turn Offs (HANDOUT)**

**PPT Body Language Tune Outs and Turn Offs**

**10:00-10:15 BREAK**

**10:15 Tone and body language activity**

**How You Say It (HANDOUT)**

**Persuasion Techniques (HANDOUT)**

**Factors That Make Good Listening Difficult (HANDOUT)**

**Passive, Assertive, Aggressive communication (HANDOUT)**

**11:00-11:10 BREAK**

**11:10-Noon Getting Others to See Things Your Way (HANDOUT)**

**PPT Getting Others to See Things Your Way**

**Handling Criticism (HANDOUT)**

**Tips for Working With People (HANDOUT)**

**CLOSE**