



What I'm Trying To Say Is

Strong speaking skills enhance communication among workers which leads to a more positive working environment. This session emphasizes the importance of good communication skills through an understanding of:

- 1 "I" messages to express needs
- 2 Door slammers and door openers
- 3 Assertive verbal communication skills
- 4 Preference and purpose statements
- 5 The effects of body language on message perception