

STUDY HALL SERIES

Self-led training modules...ready when you are!



Communicating Non-Defensively

We're all guilty of becoming defensive at one time or another. It's a result of caring how other people see us, and how we see ourselves. But if our first reaction is defensiveness when discussing our work with others, then we're seriously stifling communication needed to resolve fundamental issues and problems. We're also blocking individual and group effectiveness. This Study Hall lesson will make the point that when defensiveness occurs, it's simply not productive to focus on who is to blame. Rather, the focus should be on understanding the reasons for our own defensiveness, and monitoring our own communication to avoid eliciting defensiveness in others.

This Study Hall lesson will help you to:

- Recognize the signs of defensiveness in ourselves and others.
- Understand how defensiveness can result in a *Defensiveness Chain*.
- Take responsibility for the way we communicate by improving our self-esteem and refraining from blaming others for our own mistakes.
- Implement the *Five Skills of Non-Defensive Communication*.

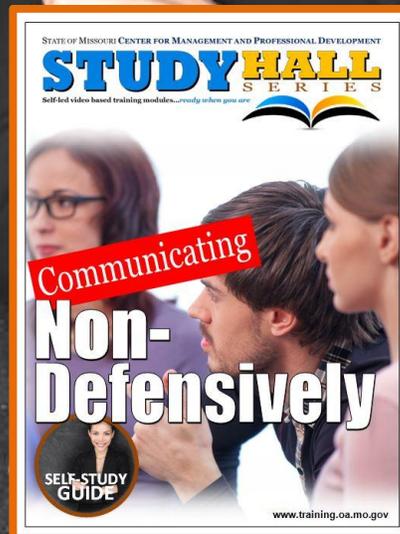
Competency: *Perceptiveness*

More About The Study Hall Series:

Each Study Hall Series lesson is intended to be viewed by **one person at their desktop computer**. Each lesson will include a video you can watch online via your computer, and a study guide that can be printed out to help you put the information in the video to good use. The study guide will encourage you to think about how things are today—and what you might want to do differently tomorrow. Working at your own pace, each lesson takes about an hour to complete.

Learn more about The Study Hall Series and other Online Learning options at www.training.oa.mo.gov

This lesson also includes the **OPTION** to speak to a Center for Management and Professional Development consultant about the information you receive. A great way to receive some one-on-one feedback *if you want it*.



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