

Week 1:**Mindful Communication & Innate Presence**

- 3 Foundations of Mindful Communication
- 4 Components of Attention
- The Role of Presence

Practice: Bringing Presence to Communication

Week 3:**Handling Feelings**

- The Role of Emotion
- Defining Feelings, their Origin and Purpose

Practice: Hearing and Expressing Feelings

Week 5:**Observations & Judgments**

- Defining and Making Observations
- The Ladder of Inference
- Translating Judgments, and Evaluations
- Feedback, Praise, and Gratitude

Practice: Discerning Observations

Week 7:**The Flow of Dialogue**

- Tracking Skills
- The Locus of Attention
- Speaking Succinctly

Practice: Using Tracking Skills

Week 2:**Human Needs & the Intention to Understand**

- Working with Intention
- Cultivating the View of Human Needs
- Listening for What Matters

Practice: Sensing Needs

Week 4:**Empathy**

- What is Empathy
- Completing the Cycle of Communication
- Styles of Empathy

Practice: Three Forms of Empathy

Week 6:**Requests and Agreements**

- Exploring Requests
- Connection and Solution Requests
- Making Agreements
- Saying and Hearing “No”

Practice: Making Requests

Week 8:**Challenging Situations**

- The Nervous System and Handling Reactivity
- Preparing for Difficult Conversations
- Tools for Difficult Conversations

Practice: Working with Challenges