

Communication Skills for Personal and Professional Development: The Seven Challenges Approach

By:

Dennis Rivers

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C O N N E X I O N S

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Chapter 1

Overview: The terrain of communication skills.

1.1 Introduction to the seven challenges of interpersonal communication¹

Click the link below for the PDF version of Introduction to the Seven Challenges Workbook.

http://www.newconversations.net/pdf/seven_challenges_intro_text.pdf²

¹This content is available online at <<http://cnx.org/content/m14482/1.1/>>.

²http://www.newconversations.net/pdf/seven_challenges_intro_text.pdf

Chapter 2

Challenge One: listening more carefully and more responsively

2.1 Listening: The heart of interpersonal communication at home and at work¹

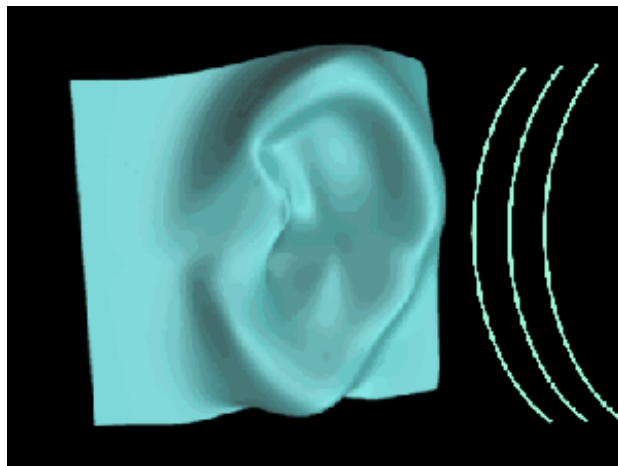


Figure 2.1

LISTENING MORE RESPONSIVELY: This chapter of the Seven Challenges Workbook, by Dennis Rivers, locates listening as part of a person's lifelong journey toward more awareness and compassion, and offers practical suggestions for becoming a better listener. Click the following link for PDF version of the chapter. http://www.newconversations.net/pdf/seven_challenges_chapter1.pdf²

POSITIVE DEVIANT is a magazine article about the transformative power of deep listening, as it occurred in a program to reduce child malnutrition in Vietnam. It is one of the clearest examples I have

¹This content is available online at <<http://cnx.org/content/m14486/1.3/>>.

²http://www.newconversations.net/pdf/seven_challenges_chapter1.pdf

ever read of what is now called "appreciative inquiry," which advocates that helpers pay disciplined and systematic attention to the strengths, capacities and past successes of those people they wish to help. Link to Web page: <http://www.fastcompany.com/magazine/41/sternin.html>³

COMPASSIONATE LISTENING: AN EXPLORATORY SOURCEBOOK by Gene Knudsen Hoffman, Leah Green and Cynthia Monroe. Click the following link for a PDF copy of this 25-page report documenting the approach and activities of three central participants in the compassionate listening movement, with examples of compassionate listening as a radical intervention in different conflict situations. <http://www.newconversations.net/compassion/complisten.pdf>⁴

³<http://www.fastcompany.com/magazine/41/sternin.html>

⁴<http://www.newconversations.net/compassion/complisten.pdf>

Chapter 3

Challenge Two: Explaining your conversational intent and invite consent

3.1 Conversations intentions: Negotiating to have the conversations you want¹

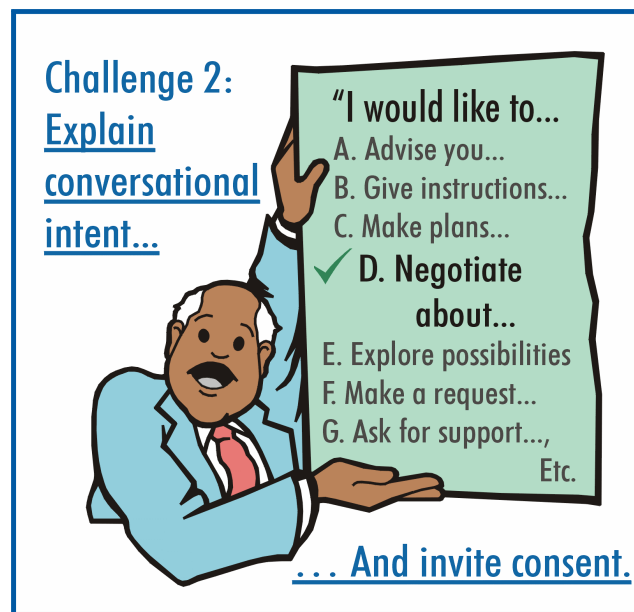


Figure 3.1

Click link below for PDF version of Challenge Two chapter of Seven Challenges Workbook.

¹This content is available online at <<http://cnx.org/content/m14485/1.2/>>.

http://www.newconversations.net/pdf/seven_challenges_chapter2.pdf²

²http://www.newconversations.net/pdf/seven_challenges_chapter2.pdf

Chapter 4

Challenge Three: Expressing yourself more clearly and completely with the "five I-messages"

4.1 Expressing yourself more clearly with 5 "I-Messages"¹



Figure 4.1

¹This content is available online at <<http://cnx.org/content/m14487/1.1/>>.

Click link below for PDF version of Challenge Three chapter of Seven Challenges Workbook:
http://www.newconversations.net/pdf/seven_challenges_chapter3.pdf²

²http://www.newconversations.net/pdf/seven_challenges_chapter3.pdf

*CHAPTER 4. CHALLENGE THREE: EXPRESSING YOURSELF MORE
CLEARLY AND COMPLETELY WITH THE "FIVE I-MESSAGES"*

Chapter 5

Challenge Four: Translating criticisms and complaints into requests and explaining envisioned positive outcomes

5.1 Conflict Management: Translating criticisms and complaints into requests¹



Figure 5.1

Click link below for PDF version of Challenge Four chapter of Seven Challenges Workbook.
http://www.newconversations.net/pdf/seven_challenges_chapter4.pdf²

¹This content is available online at <<http://cnx.org/content/m14488/1.1/>>.

²http://www.newconversations.net/pdf/seven_challenges_chapter4.pdf

*CHAPTER 5. CHALLENGE FOUR: TRANSLATING CRITICISMS AND
COMPLAINTS INTO REQUESTS AND EXPLAINING ENVISIONED
POSITIVE OUTCOMES*

Chapter 6

Challenge Five: Asking questions more “open-endedly” and more creatively

6.1 The power of creative questioning¹

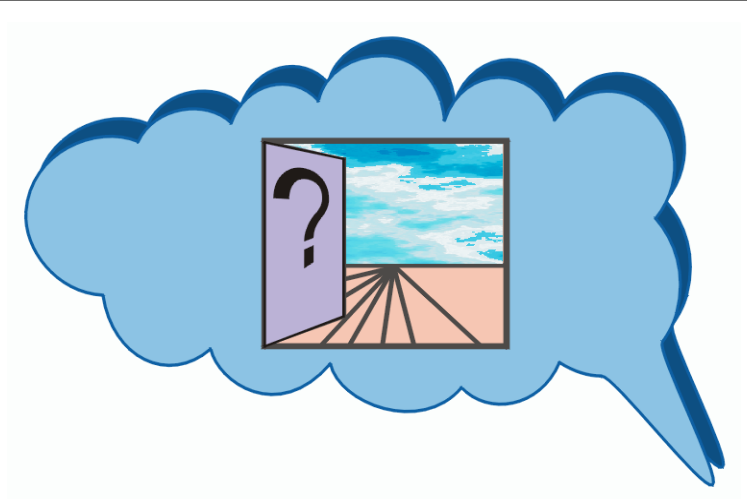


Figure 6.1

Click the link below for PDF version of Challenge Five chapter of Seven Challenges Workbook.

http://www.newconversations.net/pdf/seven_challenges_chapter5.pdf²

¹This content is available online at <<http://cnx.org/content/m14489/1.1/>>.

²http://www.newconversations.net/pdf/seven_challenges_chapter5.pdf

Chapter 7

Challenge Six: Thanking... Exploring and expressing more appreciation, gratitude, encouragement and delight

7.1 Creating stronger families and stronger work teams by expressing more appreciation¹

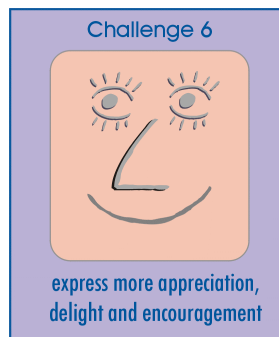


Figure 7.1

Click link below for PDF version of Challenge Six chapter of Seven Challenges Workbook.

http://www.newconversations.net/pdf/seven_challenges_chapter6.pdf²

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²http://www.newconversations.net/pdf/seven_challenges_chapter6.pdf

*CHAPTER 7. CHALLENGE SIX: THANKING... EXPLORING AND
EXPRESSING MORE APPRECIATION, GRATITUDE, ENCOURAGEMENT
AND DELIGHT*

Chapter 8

Challenge Seven: Adopting the continuous learning perspective

8.1 The "continuous learning" attitude: embracing your life as your moment-to-moment communication skills classroom.¹

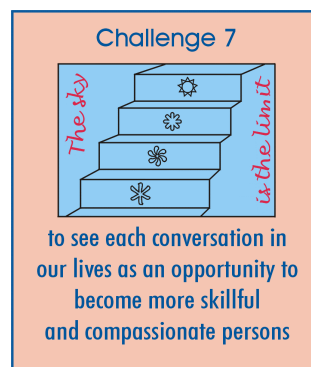


Figure 8.1

Click link below for PDF version of Challenge Seven chapter of Seven Challenges Workbook:
http://www.newconversations.net/pdf/seven_challenges_chapter7.pdf²

¹This content is available online at <<http://cnx.org/content/m14491/1.1/>>.

²http://www.newconversations.net/pdf/seven_challenges_chapter7.pdf

Index of Keywords and Terms

Keywords are listed by the section with that keyword (page numbers are in parentheses). Keywords do not necessarily appear in the text of the page. They are merely associated with that section. *Ex.* apples, § 1.1 (1) **Terms** are referenced by the page they appear on. *Ex.* apples, 1

- A** appreciation, § 7.1(15)
 appreciative, § 2.1(3)
- C** communication, § 1.1(1), § 2.1(3), § 3.1(5), § 4.1(8), § 5.1(11), § 6.1(13), § 7.1(15), § 8.1(17)
 complete, § 4.1(8)
 conflict, § 2.1(3), § 5.1(11)
 continuous, § 8.1(17)
 conversation, § 4.1(8), § 5.1(11), § 7.1(15), § 8.1(17)
 conversational, § 3.1(5)
 conversations, § 6.1(13)
- D** development, § 8.1(17)
- E** emotional, § 4.1(8)
 encouragement, § 7.1(15)
 evolution, § 8.1(17)
- F** forgiveness, § 8.1(17)
- G** gratitude, § 7.1(15)
- H** honesty, § 4.1(8)
- I** inquiry, § 2.1(3)
 intentions, § 3.1(5)
- interpersonal, § 2.1(3), § 3.1(5), § 5.1(11), § 6.1(13), § 7.1(15)
- L** learning, § 8.1(17)
 listening, § 2.1(3)
- M** managaement, § 5.1(11)
 management, § 2.1(3)
 metacommunication, § 3.1(5)
- N** negotiation, § 3.1(5)
- O** overview, § 1.1(1)
- P** personal, § 8.1(17)
- Q** questioning, § 6.1(13)
 questions, § 6.1(13)
- R** resolution, § 2.1(3), § 5.1(11)
- S** self-expression, § 4.1(8)
 skills, § 1.1(1), § 4.1(8), § 6.1(13), § 7.1(15), § 8.1(17)
 style, § 5.1(11)
- T** truthfulness, § 4.1(8)
- U** unfolding, § 8.1(17)

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Communication Skills for Personal and Professional Development: The Seven Challenges Approach

The Seven Challenges course workbook introduces students to some of the most important processes in interpersonal communication, supported by readings, references and exercises. This is definitely a learn-how-to-do-it course, with the supporting materials arranged to facilitate behavior change and skill acquisition. Processes covered include listening, negotiating the shape of conversations (metacommunication), self-expression, translating complaints into requests, asking questions more open-endedly and creatively, expressing appreciation, and adopting the attitude and practice of continuous learning (embracing each conversation as an opportunity to further develop one's communication skills).

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