

Session Two: Video Notes



In order to keep staying in the know, you need to have open _____ and _____ conflict resolution.

OPEN communication has four depths:

Observations and _____

Perspectives and _____

Experiences and _____

Needs and _____

There are six essential skills for building open communication and for working through any misunderstandings or conflicts.

Skill # 1: Genuine _____

Skill # 2: Respectful _____

Skill # 3: Active _____

Skill # 4: Mutual _____

Skill # 5: Meaningful _____

Skill # 6: Forgiving _____