

Course Outline for Mastering Confident Communication©

An online presentation from The Women's Empowerment Incubator©

Wednesdays, March 3-April 21, 2021, 6:30-8:00 pm

presented by Joan Stenzler, LCSW, SEP

Session 1: Overview of Confident Communication

1. What does it mean to be confident? How do you develop it? What's the connection between your ability to communicate and confidence?
2. How will understanding this connection motivate you to strengthen your communication style? How will strengthening your communication style help improve your confidence?

Session 2: The Essential Qualities of a Confident Communicator

- a. **Curiosity:** A fascination and desire to understand
- b. **Generosity:** The capacity to put others in front of yourself
- c. **Reciprocity:** Recognition of the importance of collaboration
- d. **Consideration:** A desire to engage with honest and open reflection
- e. **Appreciation:** An appreciation for hearing different points of view
- f. **Motivation:** A willingness to adjust and change your personal approach
- g. **Transformation:** A vision for creating stronger, more satisfying relationships

Learning Intentions for Becoming a Confident Communicator

Session 3: Yearning to Connect in a Healthy Way

Session 4: Desire to be Understood and to Understand

Session 5: Willingness to Remain in the Present Moment

Session 6: Choosing to Awaken Conscious Listening- Pt 1

What Makes Listening Hard? Why it is so Important?

Session 7: Choosing to Awaken Conscious Listening- Pt 1

Success Strategies for Becoming a Great Listener

Session 8: Developing Tools for Assertive Communication

As part of our time together, we will be discussing and practicing the following techniques and strategies for improving our listening and assertiveness skills

Essential Steps for Awakening Conscious Listening

Conscious Listening

1. Be Present, Patient and Kind Every Day
2. Pay Attention: Keep Your Focus on Others
3. Be as Receptive as you can, to What you Hear
4. Clarify for Accuracy to Ensure You Heard Correctly
5. Express Understanding, Convey Appreciation for Others

Essential Steps for Developing Assertive Communication

1. Focus inward and identify situations that are on your mind. Pick one
2. Take time to explore how you feel/are experiencing the chosen situation
3. Examine whether you have a desire to verbally respond/express yourself
4. Contemplate responding. Do you have discomfort/fears about doing so?
5. If you decide to respond, create a plan for what you will say and do
6. If there is, create a plan for how you want to respond and to whom
7. Share your own perspective: Take time to express yourself

This course syllabus is for my upcoming online course: **Mastering Confident Communication**© a Winter-Spring 2021 program series and a part of the **Women's Empowerment Incubator**©

FMI, go to: www.youramazingjourney.com to register for this program. Space for new members is limited! Check on this site to learn about my work as a communication coach & empowerment specialist or to find out about my holistic approach to growth, healing & personal transformation.

If you are interested in working with me, email info@youramazingjourney.com to set up your FR*EE phone consultation. I am usually able to schedule time within 24-48 hours of a contact.

PLEASE NOTE: All of my sessions are being offered on Zoom which makes working with me really convenient for those living outside of the NYC Metro area.

Thank you for your interest in my work. I really appreciate it!

Joan Stenzler, LCSW, SEP