



Active Communication: Training Manual

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Active Communication: Training Manual

Matthew Westra

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Using Matthew Westras conversational and class-tested book, students will learn the skills they need to take an active role in the communication process. Appropriate for helpers-in-training from a variety of disciplines, including counseling, human services, psychology, speech communication, teacher education, business, and health, this book helps students learn to observe, reflect upon, and practice active listening in a helping environment. Interdisciplinary applications of listening and speaking are presented to help facilitate development of the specialized concepts that helping professionals employ.

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176 pages

Review

1. The Pyramid of Active Communication. 2. Process of Communication. 3. Attitudes for Active Communication. 4. Skills of the Body. 5. Probes and Questions. 6. Skills of Reflection. 7. Speaking to Be Heard. 8. Applications. Appendix A: Topics for Exercises and Discussions. Appendix B: Role Play Scenarios. References. Index. About the Author

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