

Communication Skills for Controversial Topics



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What makes these topics difficult to discuss?



Barriers to Effective Communication



Cognitive biases- 351.24 424.36 4cBu9.760Cl2 EM1.iasv Tfu 0.

E.g., dichotomous mous24C 1 g 336 440.72 m 3l 347.24 447.74

Communication Skills



Attending, listening, and observing

Open-ended questions

Restatements and paraphrasing

Challenges / Confrontation

Assertiveness

Communication Example

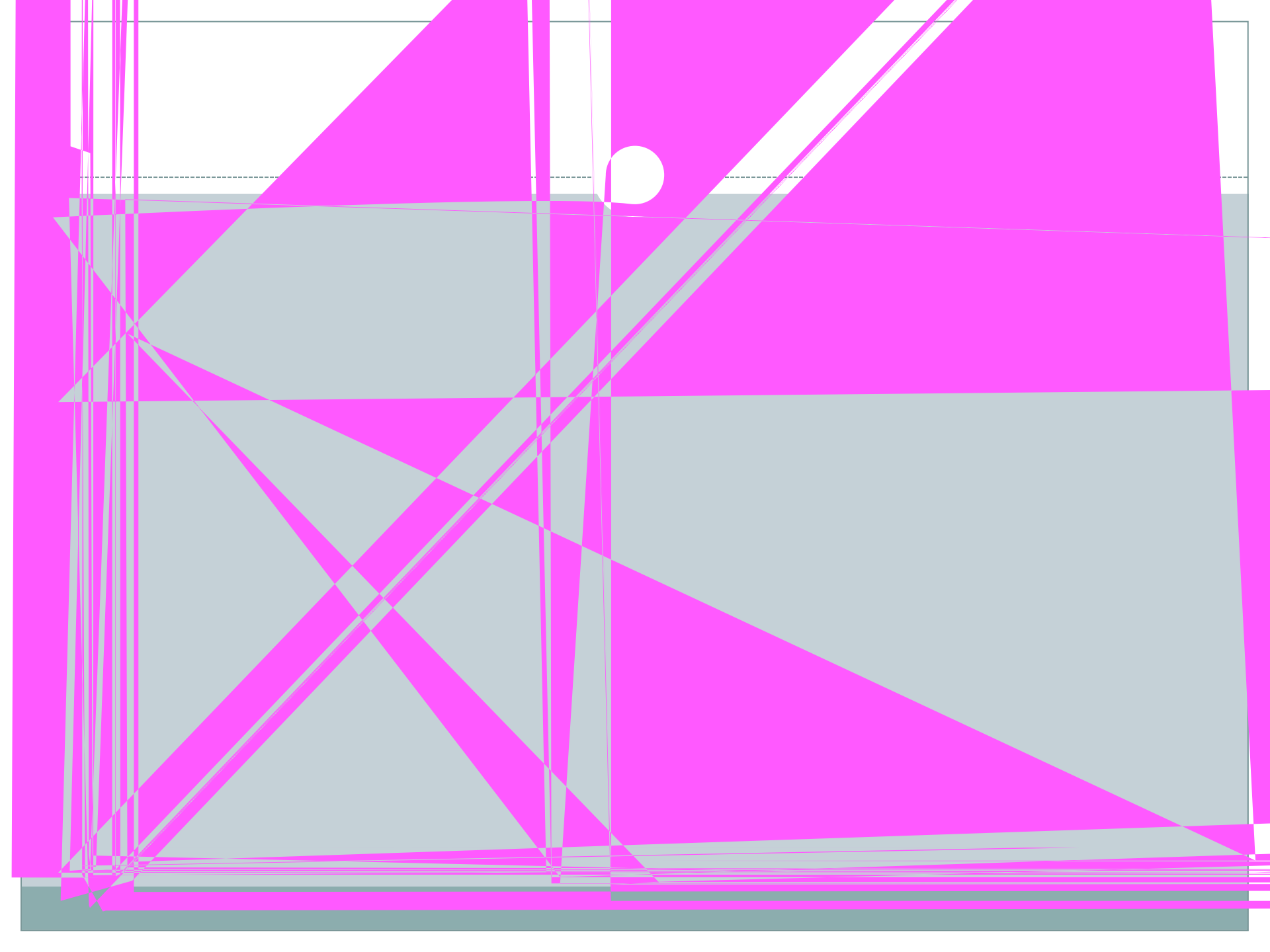


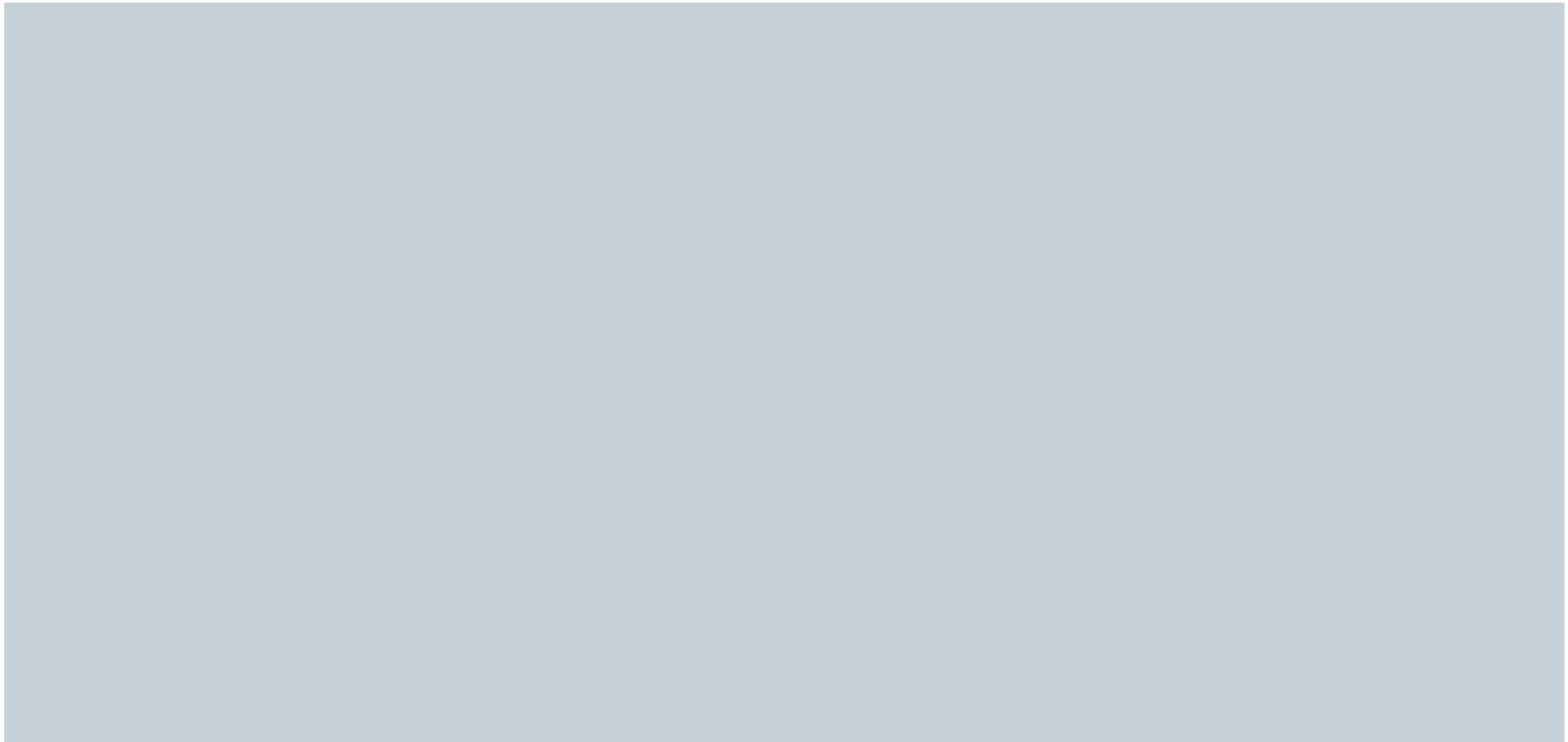
Piers Morgan interviews Larry Pratt on CNN

Look for examples of effective and ineffective communication

Look for the barriers to effective communication

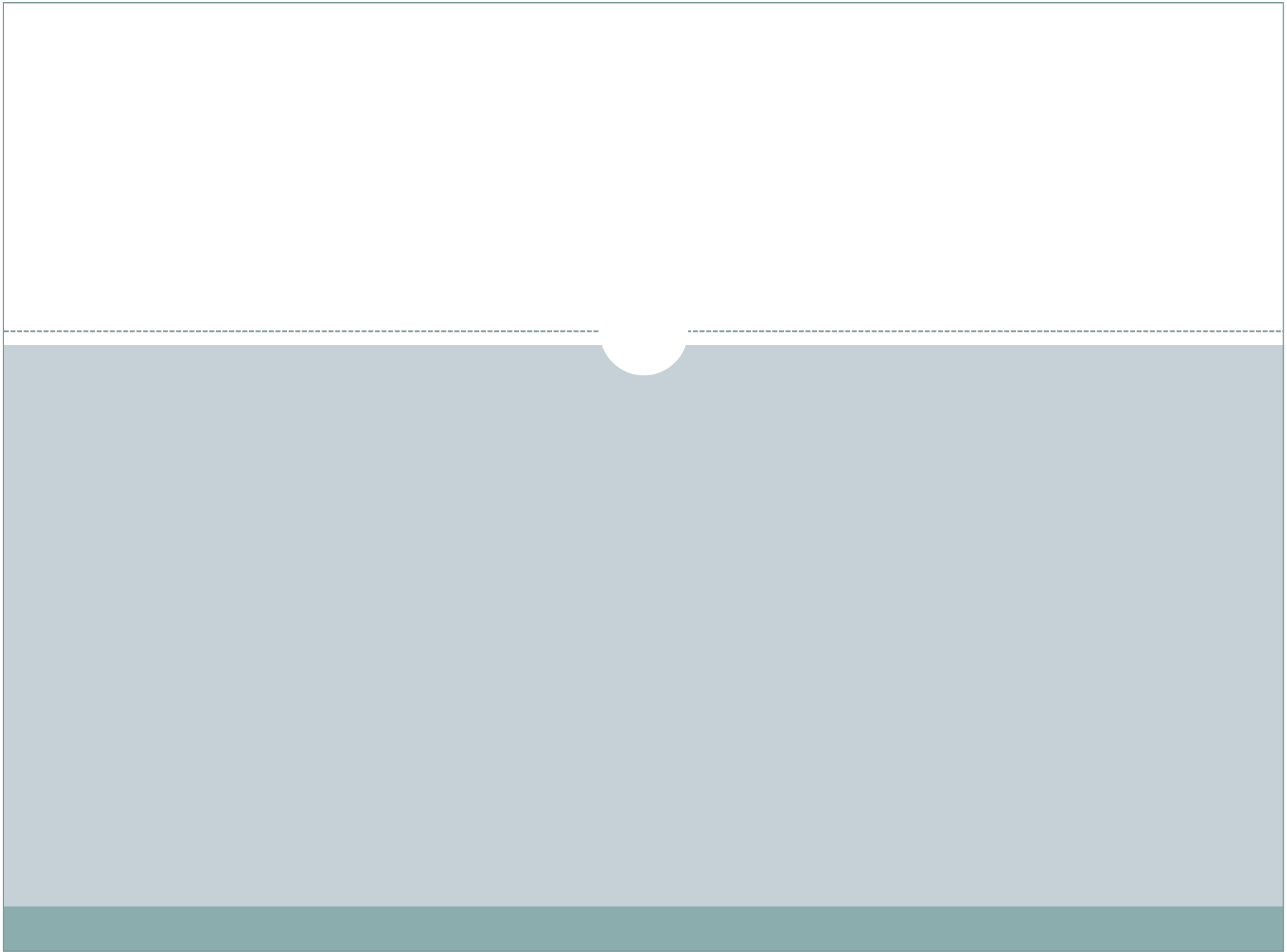






Passive / Non-assertive behavior





Passive-aggressive behavior

