

What are Communication Skills Enrichment Workshops?

Communication workshops are designed to help those who attend to improve and develop their skills in areas such as oral presentation of information, attentive listening, empathetic responses and attending behaviors. The fundamental principles are genuineness, respect for the individual and empathy. Interactive practice is provided and led by trained Communication Skills Instructors (CSIs). The emphasis is on “doing” instead of “talking about” doing.

CSE 1: “Listening From Your Heart”

Learning about attending behavior, reading body language, identifying feelings and reasons for feelings, and understanding various styles of responses. (3 hours)

CSE 2: “Offering Information for Change”

(prerequisite: CSE 1) Making summary statements, asking and answering questions, and imparting information. (3 hours)

CSE 3: “Developing Skills for Harmony”

(prerequisite: CSE 1 and CSE 2) Limit setting, problem solving, and empathetic confrontation. (3 or 4 hours)

“The instructor made the whole time fun and thought provoking. This is really quite professional.” (Father)

“I have learned patience in listening to someone and hearing where she is, not where I think she should be.” (LLL Leader)

How do I register for sessions?

Contact your local LLL Group Leader or CSI if you are interested in attending a session. When six to twelve people are interested, you will be contacted and sessions can be planned in your community. If you are interested in coordinating a session in your vicinity, the following guidelines may be helpful:

Appoint a Coordinator: She will contact the CSI and suggest some dates for sessions. The Group needs to decide how to space the sessions. If the CSI must travel to your location, a weekend is usually best and the CSI can lead three or four sessions during the weekend. If you have a local CSI, you can work with her to set a schedule. (For example, for the basic series, it could be three Saturday mornings, three Sunday afternoons, or three weekdays.) Once the date and times are confirmed, the coordinator will distribute registration forms to all potential participants.

Recruit a Hostess: The hostess will provide a quiet location with room to comfortably seat six to twelve adults and nursing babies. She may also arrange for the Group to meet in a public space, as many La Leche League Groups do. She will also arrange for beverages and snacks.

Additional Workshops

MEETING FACILITATION Learn the essentials of group process: how to choose a seating plan, craft an agenda, open a meeting, promote discussion, and respond to the mood of the group. (1¼ hours)

INTERACTIVE GROUP LEADING (Leaders and Leader Applicants only) Evaluate your own group leading skills; generate open, non-threatening discussion; deal with difficult people through role playing; get and keep control of the Group meeting. (3 hours)

ASSERTION POWERS (prerequisite: CSE 1 and CSE 2) Understanding assertion, communicating expectations and needs, handling defensiveness. (4 hours)

CONFLICT RESOLUTION (prerequisite: CSE 1 and CSE 2) Understand anger, deal with differences, I-messages, setting limits, mutual problem solving. (3 or 4 hours)

***COMMUNICATING WITH OUR CHILDREN:** Part 1, parents learn to listen to and understand children’s feelings, examine ways to encourage their independence and self-esteem. (Two three hour sessions for parents of children age 4 and up.)

Part 2 focuses on encouraging children’s cooperation. Learn to give praise and move children to action. Practice expressing your own feelings and setting limits.

* \$20.00 for all participants

Who may take CSE sessions?

Anyone may take CS sessions. Leaders and Applicants find the skills useful when working with a group or one to one. Husbands or partners may also take CS. Parents often find the skills helpful in their family relationships.

Non La Leche League groups may also contact the CSI for session arrangements.

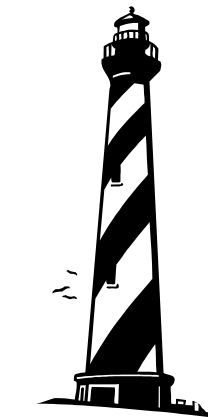
Financial Considerations:

CS sessions are free to Leaders and official Leader Applicants (some Areas ask for a modest materials fee). The cost to LLL members is \$10 for each three hour session. The cost for non-LLL members is \$20 for each three hour session.

Continuing Education Units:

Leaders and Leader Applicants can earn LLL Eastern US Division Leader Continuing Education Units (CEU's) for participating in CSE Sessions. There is no charge for these credits.

**“The session really tied it all together for me. I’m anxious to get home and listen to my children!”
(League member)**



For more information about Communication Skills Enrichment Workshops contact:

C ommunication S kills E nrichment

The CSE
LLLighthouse
lights the way and
calms the waters to

Caring
Sharing
Educating



The Communication Skills Department strives to enhance and expand the interpersonal skills of Leaders and Leader Applicants by offering Communication Skills Enrichment workshops presented by trained Instructors.