





**D. Expected Outcomes**

1. Learners improve/deepen “style-shifting” skill through practice of specific challenging styles/situations identified by each student.
2. Learners strengthen communication skills by practicing self-targeted weak links of your own and/or also the communication with a challenging style of others.
3. Learners enhance communication skills through practice and role play to both recognize/respond to ‘body language’ of others and to be aware of ‘body language’ they telegraph from the client’s point of view.
4. Learners develop better communication skills for a broader connection with a wider range of people through practice of particular listening skills they identify as “needs improvement” prior to class.
5. Learners become better communicators resulting from practice of effective listening and the ability to ask open-ended questions.

**E. Topics**

1. Communication Styles:
  - a. Your areas of strength
  - b. Your areas of weakness
2. Style Shifting:
  - a. Your ability to style-shift when engaged with others
  - b. Your ability to style-shift when others are angry or upset
3. Specific Help To Style Shift
4. Body Language
  - a. Practice/improve reading your client’s body language
  - b. Practice/improve your body language from the client’s point of view
5. Your Communication Skills
  - a. Practice/improve your ability to ask open-ended questions
  - b. Practice/improve your listening skills

**Key Learning Point(s)**

1. Assess the strengths and limitations of your own communication style.
2. Practice and role play of self-selected areas for improvement targeted during “Hot Lightning Rounds” (supported by the teacher and students) and Study Buddy work session.
3. Assess the strengths and limitations of your own communication style.
  - Strengths
  - Weaknesses
  - Opportunities for improvement
  - Ability to ask effective questions
  - Skillful listening

**F. Class Structure:**

Two 1-hour Teleconference Classes:

- Class # 1: 40% Class Leader Presentation – 60% of Student Presentation
- Class # 2: 40% Class Leader Presentation – 60% of Student Presentation



**DISCOVER YOUR STRENGTHS AND THE STYLE OF YOUR COMMUNICATIONS-PART 2: # BUS.210.1.20**  
**SUBJECT MATTER PRACTICAL (SMP) # BUS.210.1.20 - INSTRUCTOR: NYDA BITTMANN-NEVILLE**

**G. COURSE TELECONFERENCE CLASS HOURS (Important Class Preparation Notice)\***

<b>Total Hours Teleconference Class (Distance Learning): .2 CEUs</b>	<b>Before Class 1: Reading/Preparation Appx. 30-45 minutes</b>	<b>Total Class Hours: 2 Plus Prep Time: Appx. 60-90 minutes for Assignments</b>	<b>Total Evaluation Time: Appx. 15 min.</b>
<b>Important Note: Preparation <u>Before</u> Class required for <u>successful</u> class participation</b>	<b>At Time of Registration:</b>		<b>Assignment(s) <u>before</u> Class One:</b>
	1. After your registration, Registrar will email to you the following: <ul style="list-style-type: none"> <li>Pre Class Assignment (Self Assessment)</li> <li>Assigned Study Buddy</li> </ul>		<b>Fax (24/7, no cover sheet required) Fax Number: (866) 687-7585</b> <input type="checkbox"/> Fax Completed Pre-Assignment to registrar by 5:30 pm EST on Monday, 3-15-10

**Hardware Requirements:**  Computer  High Speed Data (DSL, Broadband, Satellite, etc.) Telephone  
**Software Application Requirements:** Everything Below Applies – You Must Have Some or All of The Following  
 I HAVE Word For Windows  I HAVE Acrobat Reader for My PDF  
**Teleconference Course Number:** Call: TBA PIN #: TBA then press #

**H. COURSE FEE – DOES NOT INCLUDE COURSE MATERIALS**

**COURSE FEE \$60 per student:**  
 Registrar will send Study Buddy Assignment to you by email

**Required Course Materials**

**Courseware: \$15** (Courseware may be sent by email or US Mail)  
 **International Courseware and Handling:** Email Registrar at [registrar@superslowzone.com](mailto:registrar@superslowzone.com) to confirm cost at the time of enrollment.

**I. CEU Course Policies and Procedures**

<b>1. What if I need to cancel taking this course?</b>	If you are unable to take a CEU Course that you have registered and paid for, then you must cancel 2 weeks (14 calendar days) before the first class or forfeit the entire class fee.
<b>2. How to cancel taking this course – What to do:</b>	1. <b>Email: <a href="mailto:registrar@superslowzone.com">registrar@superslowzone.com</a></b> 2. The following information must be included: Your Name, Your Telephone Number, Your e-mail Address, Date Course Begins, Name of Course, Course Instructor.
<b>3. Confirmation of your Course Cancellation</b>	You will receive a confirmation by email or regular mail that your cancellation has been received, and <b>you will be asked to acknowledge that you have received this notice.</b> <ul style="list-style-type: none"> <li>If sent by email, we will use the email address that we have on file for you when you registered unless otherwise indicated.</li> </ul>
<b>4. Administrative Fee</b> (for your course registration, un-registration, class logistics, coordination with instructor, etc):	There is a non-refundable \$35 administrative fee for each course that is cancelled regardless of when the cancellation is made.
<b>5. Rescheduling Fee</b> (rescheduling from one to another, logistics, coordination with instructor, etc.)	<b>If you reschedule a substitute course at the time you cancel your course, you will pay only the rescheduling fee (\$25) and <u>not</u> incur the Administrative Fee above.</b>
<b>6. Refund Policy:</b> This course is refundable – See Refund Terms	<b>Refund Terms:</b> If a refunded course fee is applicable, you will receive your refund within 30 calendar days of your cancellation notice. Not all courses are refundable.

**CEU Course Evaluation REQUIRED:** In compliance with IACET guidelines, prior to issuing your Continuing Education Units (CEUs), the SuperSlow Zone Institute (SSZI) is required to receive your completed assessment of the course you registered for and participated in. Your evaluation will be placed in your student file and a copy will be sent to Dr. Scott Preissler, Compliance Officer. Additionally your assessment will be used to give each instructor feedback on how registrants perceive him/her in teaching excellence. The confidential results of all evaluations will be tabulated and made available to faculty, through Continuing Education and Compliance (CEC) division of SSZI to help monitor the quality and outcomes of this instructional experience.

