



Listen to Me, Listen to You: A Step-by-Step Guide to Communication Skills Training

Mandy Kotzman, Anne Kotzman

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This step-by-step guide is a companion to the popular Listen to Me, Listen to You: A Practical Guide to Self-Awareness, Communication Skills and Conflict Management (Revised edition, Penguin Books, 2007). The guide is designed for use by anyone working in communication skills and personal development training. Resource material is grouped under major headings: orientation * self-esteem * self-awareness and self-knowledge * effective listening * self-assertion * managing conflict collaboratively * reflection and closure. Each of these categories features a range of activities and planned group exercises which can be used singly or as part of a course, and includes reproducible masters for use by participants.

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