

Interpersonal Communication**1. Conversing with Ease**

- Time: 10-14 minutes
- Objectives:
- Identify techniques to use in conversing with strangers.
 - Recognize different levels of conversation.
 - Initiate a conversation with a stranger.
 - Use open-ended questions to solicit information for further conversation.

2. The Successful Negotiator

- Time: 10-14 minutes
- Objectives:
- Employ win/win negotiating strategies to achieve your goals.
 - Enjoy the benefits of win/win negotiating.

3. Diffusing Verbal Criticism

- Time: 10-14 minutes
- Objectives:
- Respond non-defensively to verbal criticism.
 - Employ a five-step method to identify the problem, diffuse the attack and arrive at a solution.

4. The Coach

- Time: 10-14 minutes
- Objectives:
- Determine reasons for someone's substandard performance.
 - Coach the person to improved performance.

5. Asserting Yourself Effectively

- Time: 10-14 minutes
- Objectives:
- Enjoy the mental and physical benefits of being assertive.
 - Employ the four-step method for addressing a problem and asking for help.
 - Overcome resistance to your requests.

Note: For some speech projects, the presentation time may also include additional segments for such activities as question-and-answer periods, depending on the project.