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“The biggest communication problem is we do not listen to understand. We listen to reply.” — Stephen R. Covey, author of *The 7 Habits of Highly Effective People*. “(Gande, 2020).

### Discussion:

Reflect on the world around you personally and professionally. What best describes your interaction with people personally and professionally, if applicable. What influences your behaviors and responses to people? Describe a positive or negative interaction with an individual or individuals. What influenced the positive or negative interaction? Would you modify anything during that time, and why? If applicable, write a response explaining the interaction and how it was resolved.

View the Videos for Enhancing Knowledge for Visual and Auditory Learners

Steps for Learners to Remain Organized and Effectively Complete the Assignment with Clear Directions



### Step 1:

<https://youtu.be/PwYbrxODtl4> -What is SEL

<https://youtu.be/eYLb7WUtYt8> -(Personl Experiences )

<https://youtu.be/2l-AOBz69KU> (Optional)

### Step 2: Reflection: Reflect on personal experiences with self and others

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### Step 3: Assignment

(Example)

\*This is an excellent opportunity to consider your connections

How do you establish and sustain relationships with the individuals in your life? Consider the elements of a good relationship and what you can do to connect with the individuals who come into your life.

Consider how you might improve your communication and conflict resolution abilities during this period.

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Create 3-5 recommendations to address the areas of communication in a professional or personal setting needing improvement. Present your information in the form of a 1- 2 page paper, improvement plan, or any presentation that illustrates the issue and area of improvement. Be sure to include resources and timelines relevant to the successful implementation and resolution of the problem.

### References

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