

DEVELOPING AND MAINTAINING PROFESSIONAL RELATIONSHIPS

Part 1: Making Positive Communication Connections

Presentation of The Model of Positive Communication Skills

Inspire/Influence

Create/Greet

Discover/Ask

Affect/Compliment

Deepen/Disclose

Give/Encourage

Transcend/Listen

Part 2: Intercultural Communication and Factors that Influence It

Understanding Contextual Factors, Status Hierarchies and Power Relations

USA Regional Differences

Department/Supervisor Differences

Our Roles as Instructors in These Environments

Part 3: The Ultimate Professional

Facebook/Linked In: What Our Social Media Presence Says About Us

Politeness Strategies

Email Interactions-scenarios and FLTA responses

Face to Face Interactions-panel to assist with scenarios

When All Else Fails-How to Manage a Difficult Situation

Building a Network