Course Title: _____Effective Communication Skills for Supervisors_____

Module Number and Name: _____#7 Communicating with Difficult People _____

| Competency/Outcome/Objective | Assessment Ideas | Absorb | Do | Connect |
|---|---|---|---|---|
| 1. Learners will identify several techniques used for dealing with difficult people. | Learners will complete self-assessment questions in journal used in prior modules. | Learners will view PowerPoint about situations in which difficult persons may be encountered and possible techniques. | Learners identify techniques used in scenarios presented. | Learners will complete self-assessment in learning journal of their ability to deal with difficult persons. Learns will be asked: what will you do differently in the future? For what specific situations do you need to find solutions to deal with difficult persons? |
| 2. Learners will create additional strategies for dealing with difficult persons. | Learners will engage in Web Quest to find three techniques for dealing with difficult persons. Techniques and sources will be posted on discussion board or wiki page. | Learners will search the Web for additional strategies and resources for dealing with difficult persons. | Learners will engage in Web Quest. Each learner will be asked to find three techniques for dealing with difficult persons based on situations named in connect activity for objective 1. Techniques and sources will be posted on discussion board or | Learners will create a plan for implementing at least three techniques from the wiki or discussion board to at least two situations named in connect activity above (objective 1). |

| | | | wiki page. | |
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