The interpersonal communication skills I choose to improve throughout this course are: Effective use of silence, listening with the intent to understand rather than with the intent to reply, Pontificate onto others less

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| MODULE TWO |  |  |  |
| **Time and Date** | **Practiced with** | **Strategies** | **Outcomes** |
| 1. 2020/11/11 | **Listening to Understand and not to Reply**  My Boss | I had gotten in trouble for being late a few times last week at work. Normally, when I get written up for anything at a job I tend to just shut down or immediately try to justify my actions and deny anything. | This time, I asked questions about what how my tardiness had affected business operations and when everything was explained to me from their point-of-view I understood how even a few minutes can affect the whole day-to-day operation of the business. |
| 1. 20201111T21:30:00-0600 | **Effective Use of Silence**  Significant Other | During an argument with my significant other where I usually tend to do all the talking, instead, I stayed silent the entire time and had them speak more. | Because I was able to listen to their side before I created terrible scenarios in my head I had a greater feeling of ease knowing the other side of the story first instead of talking myself out of a conversation and staying in the dark. |
| MODULE 4 |  |  |  |
| **Time and Date** | **Skill Practiced**  Practiced Skill With | **Strategies** | **Outcomes** |
| 1. 2020-11-22T12:30:00-0600 | **Facial Expressions (Under a Mask)**  TSA Agent at DIA Checkpoint | While being checked in at the TSA Security Checkpoint at DIA, my ID would not swipe on their machine because the magnetic stripe was dirty. The TSA agent was trying to clean off the mag stripe by wiping it down with her gloved hands and ended up literally pulling my ID apart in half. Then she kind of barely held it together, then scanned it on a machine that did not even require the mag stripe and said “so sorry about that”. Because I was masked up as I was in the airport, I had to use mainly my eyes to illustrate my sadness and disappoint as well as slight anger at the situation, as speaking with the type of mask I was wearing does not lend to very coherent words on the listener’s ears. | She felt sorry for me, but there was nothing she did other than tell me to “get some tape” in order to fix my ID, knowing that even with a crack showing it is not a valid ID for my line of work and in the City of Denver are usually not considered valid IDs, causing me to have to pay a $350 fee to reinstate my license and get a replacement rush mailed to me in California. |