

Open adult-to-adult
two-way communication

- ▶ What is open? No secrets
- ▶ What is two- way? Two-way dialogue, exchange of input and ideas
- ▶ What is Adult-to-Adult? The way you talk to a neighbor you like

- ▶ What is the opposite of Adult-to-Adult Communication?

- ▶ Scenarios based on dealing with problematic clients, employees, etc.