



# Manager Alumni Follow Up

## Module 2 - Scenic Route 1



- **Using collaborative language in times of crisis**
  - Demonstrating support for each other has never been more critical
  - Four ways you can show concern and build rapport just through your word choice
  - <https://bit.ly/3dWwDd3>
- **How DISC Helps Improve Family Communication at Your Next Get Together**
  - Suggestions on how each family member style communicates
  - Recognizing how the other person prefers to communicate will help determine if your natural approach is effective or if you need to modify your approach.
  - <https://bit.ly/2VjQ5ld>
- **Active listening tips for children**
  - Listening is an important part of learning
  - This article has activities to help sharpen children's listening skills
  - <https://bit.ly/2V73nZK>
- **A reminder on SBI Feedback**
  - Here is a review of the SBI – Situation, Behavior, Impact model on giving feedback
  - A great tool to help reduce defensiveness when giving feedback
  - <https://bit.ly/3bclG48>