

# Exceptional Communication

## Advanced Skills for Managing High Conflict

Presented by Karen Bonnell, ARNP, MS, Divorce & Co-Parent Coach, Mediator

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425-454-4510

ZOOM video training | 5 Contact Hours | \$200

### Morning

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**8:30 - 9:00** Log On, Get Acquainted with Colleagues  
**9:00 - 9:15** Training

### What's 'Exceptional' ... The Power of Listening

**9:15 - 9:45** Training

### What Does Neurology Have to Do with It?

- Brain-Body Highway
- Heart Math
- Your Energy Field
- Gut Feeling
- The Body as a Tuning Fork
- Coherence

9:45 - 10:15 Training

## Deep Listening

*Listening has the quality of the wizard's alchemy  
It has the power to melt armor and to produce beauty  
in the midst of hatred. —Brian Muldoon*

- Facts, feelings, values
- Listening with your ears, heart, guts
- Strengthening your coherence

### Exercise: Listening

10:15 - 12:30 Break

10:30 - 11:45 Training

## Responding Skillfully

- Questions that connect
- "Feeling Felt"
- Speaking directly to the "pain point"

11:45 - 12:00 Q&A

## Afternoon

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**12:00 – 1:00** Lunch  
**1:00 – 2:15** Training

### *Neuro-Linguistic-Programming: Speaking the Client's Language*

- Representational System predicates (visual, auditory, or kinesthetic)
- Pacing / Leading
- Meta-model questions
- From passive to active ... and chunking experience.

#### **Exercise: Using Meta Model Questions to Expand Understanding**

- Working with incongruities
  - > Double binds (Loyalty binds for children)
  - > The statement underneath the question
  - > The Hidden Shark
  - > Judgment and contempt
- Flushing out the desired outcome: the future the client truly wants
- The Oracle: Future Pacing and embedded commands...speaking of things not yet encountered...as a confident guide.

**2:15 - 2:45** **Pulling It All Together**  
**2:45 – 3:00** Q&A / Come to Close / Evaluation

Continue to the following page for registration information.

## To Register

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Please send \$200 through PayPal to karen@coachmediateconsult.  
Or send a check for \$200 to the address below:

Karen Bonnell  
7919 127th Pl NE  
Kirkland, Washington 98033

Please include your name, address, phone number, and email. **Refunds for the full amount available 60 days prior to the start of training and at any point as long as I can refill your spot. A refund of 50% between 30 – 59 days prior to start of training if I am unable to fill your spot. No refund for unfilled spots for the last 29 days prior to the start of training.**

This workshop is pending approval for 5 CEUs by the Washington Chapter, National Association of Social Workers (NASW) for Licensed Social Workers, Licensed Marriage & Family Therapists and Licensed Mental Health Counselors. Provider number: #1975-466. Also pending approval for 5 CLEs by the Washington State Bar Association (WSBA).

Please let me know if you have questions!

Warm regards, Karen

