



Communication Solutions™ course

Course Description & Learning Objectives
12 CE available

To register online, go to <http://education.yesinstitute.org/portal>



Participants at the Communication Solutions Course, November 2004.

This course is one of several offered by YES Institute.
For a complete education catalogue, visit <http://www.yesinstitute.org>
or call our office at **305-663-7195**.

YES Institute – Creating a Safer World for All Youth

Phone: 305-663-7195

OVERVIEW OF COURSE

"There is no problem communication cannot solve." --YES Institute

The purpose of the Communication Course is to have participants well grounded in the model of communication YES Institute uses to accomplish its mission, and to have youth, parents, and professionals be powerful speakers on the topics of gender and orientation.

YES Institute Communication Solutions teaches people how to effectively overcome the breakdowns that happen when there are opposing views of right and wrong.

Practical exercises and theoretical presentations on the first day give speakers access to the concepts of our model, including relating authentically to others and responding with generosity. On day two, speakers practice the new model to experience generating powerful dialogue without fear of controversy or confrontation.



"I found the workshop to be authentic, intimate and powerful. The experiential component of the workshop challenged us to reflect on our own experiences and biases. Moreover, it provided the necessary skills to convey a positive message regardless of the circumstances."

- Tania Diaz, Psy. D., Clinical Psychologist and Professor of Mental Health at Carlos Albizu University

The Communication Solutions course gives people a way to generate dialogue that begins to dissolve fears and produce actions to protect all youth. Participants develop powerful listening and conflict resolution skills that allow them to open a generous dialogue and honor divergent points of view.

"A better framework for communication...I love how it works in partnership with others. Thanks for teaching this way to make our world safer for all youth!"

- Lisa Lamonica, Miami-Dade County Public School TRUST Counselor



What sets YES Institute apart is our unique approach to education and interaction, based on a communication model that can effectively engage the entire community, by including **all** viewpoints and staying focused on a common purpose of **safety for all youth**.

PRIMARY LEARNING OBJECTIVES

After this course, participants will be able to:

- Communicate effectively on the topics of gender and orientation in a manner that facilitates open, authentic communication rather than conflict or confrontation.
- Address and overcome maintaining positions of right and wrong and provide ways to generate actions and produce win/win results in situations where teamwork and effective communication have broken down.
- Create partnerships for solutions in contexts where people have been divided due to differing points of view.
- Engage in purposeful dialogue that is not based on a need to agree but instead connects people to the common purpose of keeping youth safe.
- Generate dialogue that helps to dissolve fears and produce actions to protect all youth.
- Ameliorate the emotional reactions of youth and families who are dealing with concerns around gender and orientation.

INSTRUCTIONAL LEVEL & AUDIENCES

Instructional activity level:

- *Introductory, intermediate & advanced:* This course is designed for all skill levels, the only pre-requisite is a willingness to improve, practice, and deepen their communication skills.

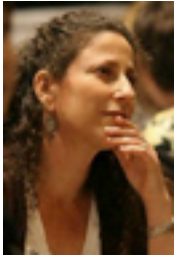
Audiences that regularly attend YES courses include:

- Teachers and school administrators and support staff.
- Mental health counselors and therapists.
- Nursing and other healthcare professionals.
- Parents and family members.
- High school and college students.
- Social service providers working with youth and families.

In Communication Solutions course, you will also:

- Examine basic, universal constructs and abstractions in communication.
- Learn how to move people beyond positions of right and wrong and give them access to generating actions and producing results consistent with their purpose.
- Learn how to create dialogue without the need to find agreement.
- Open the possibility for education and support to people whose beliefs may differ but who share a unified purpose of a safe community that works for everyone.
- Create an environment where people authentically respond with emotion, share beliefs, and reveal fears usually withheld in public discussions.
- Learn how to apply a new model to any situation where teamwork and communication break down over positions of right and wrong.
- Provides participants an opportunity to design their own action plans to make a difference for youth in their homes and communities.

YES INSTITUTE COURSE INSTRUCTORS



Terilee Wunderman, PhD

University of Miami, Adjunct Faculty
Doctor of Philosophy in Counseling Psychology

Dr. Wunderman enlightens audiences with her 20 years of experience and knowledge as a practicing psychologist. Her background in marriage and family therapy, foster care, and adoption provides clinical insights for professionals working with youth and families in a variety of systems of care. Dr. Wunderman has also served and supported clients over the years who have worked through challenges surrounding gender and orientation topics.



Lucian Jude, MA

YES Institute, Director of Communication & Innovation
Florida International University, Master's in Comparative Sociology

Lucian is recognized as a leading educator on gender, working to create new language and understanding that includes gender transitioning in a supportive context. His proven success in opening productive conversations on this topic has established him as a resource for professionals in academic, business, mental health, and nursing communities. Lucian has worked with YES Institute for 5 years.



Brittney Hoffman, MA

YES Institute, Program Coordinator
George Washington Univ., Master's in Women's Studies & Public Policy

Brittney is a stand for youth to feel empowered to express themselves authentically and engage others in acclimatizing environments to be inclusive and supportive of all youth and families. A South Florida native, Brittney has over 5 years of experience working with youth, parents, and educators to keep all youth safe. Brittney is the newest staff member and has worked with YES for over a year.



Joseph Zolobczuk, BPA

YES Institute, Director of Education
University of Miami, Pursuing a Master's in Community & Social Change

Joseph has served the South Florida community for over 13 years with YES Institute. Joseph is recognized in South Florida and throughout the U.S. for his ability to generate productive dialogue where people are divided by conflicting opinions and fears on gender and orientation topics. He has facilitated presentations and workshops for various audiences, including university students, high school teachers and students, healthcare professionals, and religious leaders.

COURSE DATES, REGISTRATION & DETAILS

Course Dates, Times & Fees

For the next available course, visit the YES registration document online:

<http://www.yesinstitute.org/education/register>

Or, call YES staff by phone: 305-663-7195 (Mon-Fri, 9am-5pm)

Course Registration

To register for the course, please do one of the following:

- Register and pay online at: <http://education.yesinstitute.org/portal>
- Print and send by mail or fax registration form: <http://www.yesinstitute.org/education/register>
- Call YES staff register by phone: 305-663-7195 (Mon-Fri, 9am-5pm)

Attendance & Cancellation Policy

- Call YES staff by phone for details: 305-663-7195 (Mon-Fri, 9am-5pm)

Course Duration

This workshop is typically delivered as a twelve hour (12 hour) course. This course is also divided into smaller portions for special conferences and other clinical purposes.

Availability

This course is offered several times a year at the YES Institute Education Center located in Miami, Florida. This course may be offered live in your area on special dates. If you can secure a group of **15 or more people** and can obtain a training budget or grant opportunity, the YES Institute can conduct a live engagement at an offsite location.

12 CE Credit Hours available



MDCPS Professional Development
Master Plan Points (MPP)
#2-406-302 and
#2-403-003



Florida Board of Nursing and the
Florida Board of Clinical Social Work,
Marriage & Family Therapy, and Mental
Health Counseling - #50-1652 (491)



Miami-Dade College
Faculty Maintenance of Rank
(Contingent upon individual approval)

Licensed professionals who complete the course are eligible for 12 CE credits. YES Institute currently sponsors CE for licensed professionals with the following:

- Miami-Dade County Public Schools, Professional Development, Master Plan Points
- Florida Board of Clinical Social Work, Marriage & Family Therapy, and Mental Health Counseling
- Florida Board of Nursing
- Miami-Dade College faculty (must obtain approval from their supervisor)

For more information and details about CE, please contact YES staff by phone: 305-663-7195 (Mon-Fri, 9am-5pm).