



# Community Solutions of Central Oregon

## **MODULE 2 Videos**

### ***Communication Skills for Mediators***

**Video:** The Power of Listening

<https://www.youtube.com/watch?v=saXfavo1OQo>

**Message:** Listening is the other half of communication.

**Video:** The Power of Deliberate Listening

<https://www.youtube.com/watch?v=A343tlP5iUA>

**Message:** Suspend your right to be right and you will learn to listen deliberately.

**Video:** The Art of Listening

<https://www.youtube.com/watch?v=cXRneCHrbT8>

**Message:** Listening restores relationships.

**Video:** A Case for Active Listening

<https://www.youtube.com/watch?v=FwEltoeW9aY>

**Message:** What does Unconditional Positive Regard mean?

**Video:** Conscious Listening

<https://www.youtube.com/watch?v=CKayQthlwts>

**Message:** What are the three stages of listening process?

**Video:** Listening Between the Lines

<https://www.youtube.com/watch?v=dAoNhX54cAg>

**Message:** What are the traits of a skilled listener?

**Video:** The Power of Empathy

<https://www.youtube.com/watch?v=baHrcC8B4WM>

**Message:** Empathy means having our needs responded too. What do each of the letters of the word empathy stand for?

**Video:** Reimagining Empathy: The Transformative Nature of Empathy

[https://www.youtube.com/watch?v=e4aHb\\_GTRVo](https://www.youtube.com/watch?v=e4aHb_GTRVo)

**Message:** We are programmed to vicariously care about the needs of others.