

*Teap.*

Everyone deserves a little couch-time.



Monthly Training Seminar

**Relationships and Communication:  
Enhancing Connection at Work and Home**

February 2025

# ABOUT YOUR PRESENTER

- Licensed Professional Counselor
- Educator for 15 years
- Neely Counseling Center
- Works w/Adults, Teens and Couples
- Loves to Travel





# KEY TAKEWAYS

- Understand the importance of communication as a soft skill.
- Explore the impact of effective communication on relationships.
- Learn strategies to reduce stress through improved communication.
- Apply insights to real-life scenarios in work and home settings.



# WHY COMMUNICATION MATTERS

- Builds trust and connection.
- Facilitates problem-solving and decision-making.
- Reduces misunderstandings and conflict.
- Enhances emotional and professional relationships.

*Quote: 'The single biggest problem in communication is the illusion that it has taken place.' – George Bernard Shaw*





# COMMUNICATION AS **SOFT SKILL**

Definition: The ability to convey ideas effectively and empathetically.

**Active listening**

**Non-verbal cues**

**Emotional intelligence**

**Adaptability to different communication styles**

# STRESS AND COMMUNICATION



## Signs of Communication Under Stress:

- Misinterpretations
- Increased arguments
- Avoidance of conversations



## Impact of Stress:

- Triggers defensive behavior
- Reduces the ability to listen effectively
- Creates barriers to open dialogue



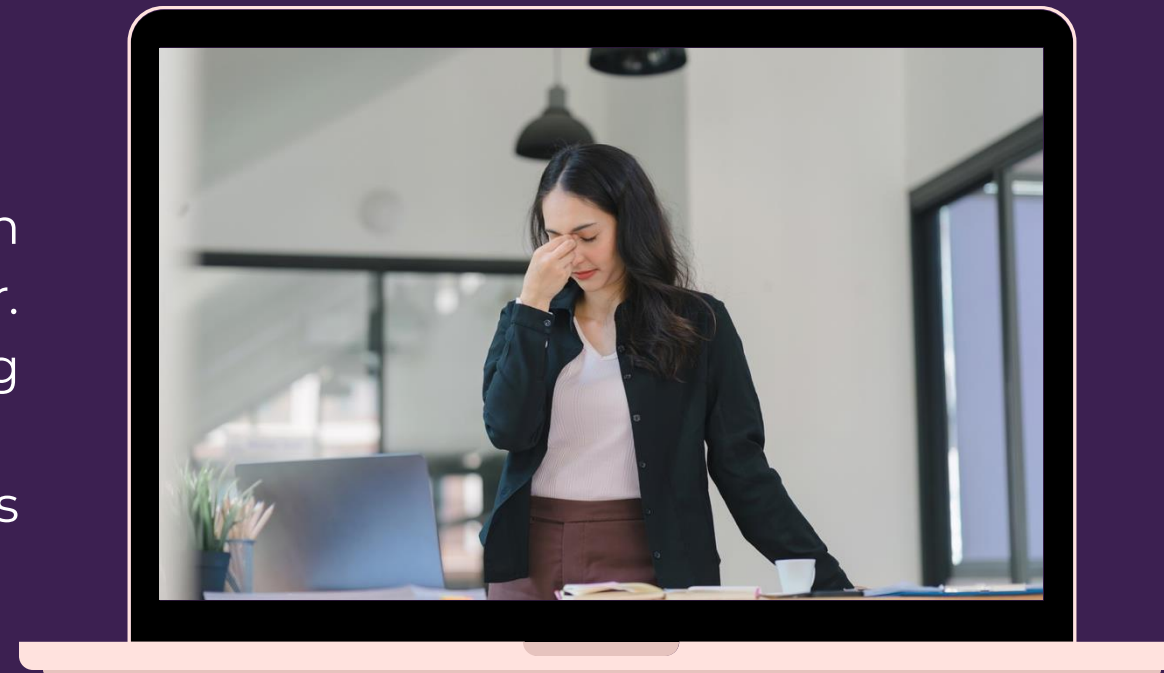
# CASE STUDY:

# STRESS AND COMMUNICATION

# BREAKDOWN

## Scenario:

- Workplace Context: Jane is overwhelmed with deadlines and feels unsupported by her manager. She begins snapping at colleagues and avoiding meetings.
- Home Context: At home, Jane's frustration spills over, leading to arguments with her partner.



## Discussion Questions:

1. What communication patterns do you notice?
2. How could stress management improve Jane's interactions?
3. What steps can her manager and partner take to help?



# STRATEGIES TO REDUCE STRESS

## IMPROVE COMMUNICATION



### At Work

- Regular check-ins with colleagues
- Providing and receiving constructive feedback
- Setting clear expectations
- Temp Check

### AT Home

- Practice active listening
- Express gratitude and appreciation
- Schedule intentional time to connect
- Temp Check



# BUILDING STRONG RELATIONSHIPS



**Foundation of Trust:**  
Be honest and  
dependable



**Empathy in Action:**  
Understand others'  
perspectives



**Consistency:**  
Show up  
consistently in  
behavior and  
communication

**Interactive Activity:** Share one way you build trust in your relationships.



# INTERACTIVE EXERCISE:

## WEBINAR DISCUSSION



- **Scenario 1:** A manager addressing a stressed team member.
- **Scenario 2:** A partner discussing household responsibilities.

### Instructions:

Type your responses in the chat.

### Debrief Questions:

- How did it feel to consider these scenarios?
- What strategies worked well in your suggestions?
- What challenges might arise in applying these strategies?

# KEY KEY TAKEAWAYS



**Effective  
communication  
strengthens  
relationships at  
work and home.**



**Managing stress  
improves the  
quality of  
interactions.**



**Empathy,  
listening, and  
adaptability are  
core to healthy  
communication.**



**Small changes  
can lead to big  
improvements  
in connection.**



# RESOURCES



## **Books:**

- Crucial Conversations by Patterson, Grenny, McMillan, and Switzler
- De-Escalate: How to Calm An Angry Person in 90 Seconds or Less by Doug Noll
- Nonviolent Communication by Marshall B. Rosenberg

## **Tools:**

- Communication Style Assessments
- Stress Management Techniques (e.g., mindfulness apps)

## **Support:**

- EAP services for work-life balance
- Neely EAP - 866-212-8096

# THANKS FOR JOINING



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# Access Your NEAP Benefits

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Employee Support Program

## MEMBER WEBSITE



### FEATURES INCLUDE

- Comprehensive library of topics including relationships, communication, emotional resilience, wellness, career, consumer tips, and more.
- Direct access to experts through instant messaging.
- Seven Content Divisions: Parenting, Aging, **Balancing**, Thriving, Working, Living, International

### Connect to resources and experts online

Resources and support are right at your fingertips with your employee support program's website. The site offers options to instant message with or email our experts or browse a robust library of articles and resources to support your wellbeing at every stage of life.

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# EAP Benefit Spotlight

