



L.E.T. Core Competencies

After participation in an L.E.T. workshop, it is expected that you will have the ability to:

1. Determine who “owns the problem” in a given situation.
2. Identify the 12 Roadblocks to Communication.
3. Distinguish between Roadblocks and Active Listening.
4. Avoid the Roadblocks that cause most helping attempts to fail.
5. Recognize when team members need your help as a skilled listener.
6. Use silence, acknowledgments and door-openers to help another person with a problem.
7. Active Listen to hear another’s feelings.
8. Active Listen to clarify information.
9. Distinguish between Acceptable and Unacceptable Behavior.
10. Determine what to do when another’s behavior is interfering with your meeting your needs.
11. Develop a three-part Confrontive I-Message.
12. Confront another’s unacceptable behavior with an I-Message.
13. Shift gears between I-Messages and Active Listening when appropriate.
14. Acknowledge others’ efforts with Appreciate I-Messages.
15. Prevent problems and conflicts using Preventive I-Messages.
16. Recognize conflict situations.
17. Distinguish between Conflicts-of-Needs and Values Collisions.
18. Avoid the use of Method I.
19. Avoid the use of Method II.
20. Set the stage for Method III Conflict Resolution.
21. Use Method III to resolve a conflict you have with another person.
22. Use Method III to mediate a conflict between others.
23. Handle Values Collisions.
24. Use the Principle of Participation when there’s an issue or problem involving team members.