

MODULE 13

Communication Skills

Listen Well. Speak Well. Connect Well.

Most of what makes support effective comes down to two things: how well you listen, and how well you speak. This module goes back to those basics, because they're easy to assume you already have and easy to lose under pressure.

Why This Module Matters

A lot of conversations go wrong not because anyone meant harm, but because of how something was said, or because nobody was really listening. This module sharpens the fundamentals that every other skill in this library depends on.

What You'll Walk Away With

You'll leave with stronger listening skills, the kind that make someone feel actually heard instead of just waited on. You'll also learn how to speak in a way that opens a conversation rather than closing it down, even when what you have to say is hard.

What's Inside

Core teaching on listening and dialogue, built for real conversations under real stress. Practice scenarios that highlight the difference between hearing someone and truly listening. Language tools for difficult moments.

PRESENCE™ and ATTUNE™ in Practice

Listening well is one of the clearest ways PRESENCE™ shows up, and speaking in a way that fits the moment is ATTUNE™ in action. This module makes both of those movements concrete and practicable..

A Story You Might Recognize

A supervisor thinks he's listening to a struggling employee, but he's really just waiting for his turn to offer advice. Once he learns to actually listen, without formulating his response while the other person is still talking, the whole conversation changes, and so does the trust between them.

Who This Is For

Peer support team members, coordinators, and supervisors. Fire and EMS, law enforcement, dispatch, and other public safety personnel. Chaplains and spiritual care providers. Nurses, healthcare workers, educators, and other helping professionals. Leaders at every level.

How We Ground This Work

This module draws on established communication and active listening principles, adapted for the pace and pressure of first responder and helping professional environments.

Scope and Safety

This module builds communication skills. It doesn't replace training in de-escalation, crisis negotiation, or clinical communication, which require their own specific instruction.

Where This Leads

These fundamentals carry through every other module, since almost nothing in this library works without the ability to genuinely listen and speak well.

Learn the skill. Practice the encounter. Become the presence your people can trust.