

Peak Performance

Chapter 11 - Building Healthy and Diverse Relationships

- I. The Importance of Communication**
- II. Strategies for Building Rapport**
- III. Understanding Diversity**
- IV. Communication Strategies**
 - A. Cultural and Gender Diversity at Work
 - B. Sexual Harassment at School and at Work
 - C. Assertive Communication
- V. Communicating With Instructors and Advisors**
- VI. Accepting Criticism**
- VII. Overcoming the Barriers to Communication**
- VIII. Overcoming Shyness**
- IX. Building Good Relationships**
 - A. Getting Along With Roommates and Family