

**Title:** Communicating Non-Defensively

**Production Company:** CRM Learning

**Reorder Information:** [www.crmlearning.com](http://www.crmlearning.com) or 1-800-421-0833

**Length:** 19 Minutes

**Synopsis:**

Have you ever expressed an opinion that led others to become defensive or hostile- even if you didn't mean it personally? Many people have reasons for believing they're being attacked. This can create a Defensiveness Chain weaving through various relationships, reducing productivity and making good communication difficult. This video shows that we all must be responsible for how we deliver and receive messages. It shows the causes and symptoms of defensive behavior, and the five skills for breaking the Defensiveness Chain. See how to Disengage, Empathize, Inquire, Disclose and Depersonalize- your keys to non-defensive communication for a lifetime.