



# Communication from the Inside Out: Strategies for the Engaged Professional

*Karen Mueller PT PhD*

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This text will guide you to a more effective relationship with patients and colleagues by exploring three inter-related elements of communication (internal, external and instrumental), which start from the inside out.

You'll begin with a thorough analysis of your internal communication, which includes self talk related to personal esteem, resilience, and outlook. Next, you'll explore how to build effective and satisfying alliances with others (your external communication), which includes the development of skills related to negotiation, social awareness and emotional intelligence. Finally, you will be guided to develop your instrumental communication, which includes skills related to effective teaching, advocacy and leadership.



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