Purpose: Understanding and recognizing behavioral and communication styles including their own is a critical skillset for a realtor to ensure they are providing tools and information necessary for consumers to make good decisions on such a large transaction.

Introduction
Origami exercise
Complete inventory
Inventory results
Communication styles

(50 minutes)

Style characteristics
Exercise

(50 minutes)

Video and discussion
Instructor exercise
Listening
Mixed messages exercise
Wrap up/Evaluation

(50 minutes)