

Dr. Derr Presents Results

Today we'll see Dr. Derr present some results to the client. Let's see how it goes.

In the first video (5a), what strategies did Dr. Derr use to present results? How well did they work? What suggestions would you have for her?

In the second video (5b), what did Dr. Derr do differently? What made these techniques more successful?

In video 6a, Dr. Derr gives the clients the results, and disaster ensues. What went wrong?

Dr. Derr meets with the client again (video 6b) after the disaster to fix things up. What specific things does she do to fix it and improve the relationship?

Name: _____

Name one strategy for presenting results or dealing with a communication disaster that was discussed in class today that you found particularly interesting, insightful, or applicable to your own strengths or weaknesses.
