

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, 3:56), 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, 6:28), what did Dr. Derr do differently? What made these techniques more successful?

In the next video (6a, 3:24), Dr. Derr gives the clients the results, and disaster ensues. What went wrong?

Dr. Derr meets with the client again (6b, 5:40) 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.

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