

**Problem Solving with  
the 4 Layers of Communication**

*Presented by*

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*Description:*

All communication is driven by four core statements:

1. "I want what I want"
2. "I want what you want"
3. "We want what each other wants"
4. "We want what is in the highest good"

These statements form the four layers of communication that will be explored during this presentation. Each layer will be described and illustrated with examples from the workplace.

Each of the four layers elicits a type of response from participants in a conversation. Some of these responses make problems seem bigger while others make problems seem smaller and easier to resolve. Participants will receive instruction on how to identify which layer(s) are being used in a conversation and how to use this knowledge to solve problems more quickly and with less conflict.

*Purpose:*

At the end of this class, participants should be able to

- 1) Identify the four layers of communication,
- 2) Identify which layer they are using in any given conversation,
- 3) Identify which layer someone else is using in any given conversation, and
- 4) Begin to use the 4 layers of communication to think and solve problems differently.

*Method:*

Instruction will be delivered through lecture, PowerPoint slides, open group discussion and exercises in dyads.