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The Art of Powerful Non-Defensive Communication

Vittoria Adhami

In 2011, Vittoria Adhami provided a series of workshops to over 100 management and administrative staff at COSTI Immigrant Services. The Art of Powerful Non-Defensive Communication Workshops for Community Agencies provided participants with communication strategies that reduce the potential for conflict while enhancing the potential for genuine, open and constructive conversation.

Vittoria's innovative approach teaches participants to "Ask, Give, Express and Set Boundaries." In their role as community leaders, COSTI management staff interact with other community agencies and clients on a daily basis. Participants learned to ask questions that get to the heart of an issue and how to express opinions clearly and strongly while building bridges of understanding. Staff now practice these two key components in their day-to-day work.

Vittoria's professional and life experience, coupled with her confident, supportive and pleasant demeanor, engages participants right from the start of the workshop. In fact, participants rated her and the workshop as excellent.

I would recommend Vittoria's workshop to anyone wanting to visit and change fundamental assumptions about communication.

A handwritten signature in blue ink that reads "Mario J. Calla".

Mario J. Calla, MSW
Executive Director



Incorporated as
COSTI-IIAS
Immigrant Services



a United Way
Member Agency