1) Listening  
2) Starting a Conversation  
3) Having a Conversation  
4) Asking a Question  
5) Saying Thank You  
6) Introducing Yourself  
7) Introducing Other People  
8) Giving a Compliment  
9) Asking for Help  
10) Joining In  
11) Giving Instructions  
12) Apologizing  
13) Convincing Others  
14) Knowing Your Feelings  
15) Expressing Your Feelings  
16) Understanding the Feelings of Others  
17) Dealing with Someone Else’s Anger  
18) Expressing Affection  
19) Dealing with Fear  
20) Rewarding Yourself  
21) Asking Permission  
22) Sharing Something  
23) Helping Others  
24) Negotiating  
25) Using Self Control  
26) Standing Up for Your Rights  
27) Responding to Teasing  
28) Avoiding Trouble with Others  
29) Keeping Out of Fights  
30) Making a Complaint  
31) Answering a Complaint  
32) Being a Good Sport  
33) Dealing with Embarrassment  
34) Dealing with Being Left Out
35) Standing Up for a Friend
36) Responding to Persuasion
37) Responding to Failure
38) Dealing with Contradictory Messages
39) Dealing with an Accusation
40) Getting Ready for a Difficult Conversation
41) Dealing with Group Pressure
42) Deciding on Something to Do
43) Deciding What Caused a Problem
44) Setting a Goal
45) Deciding on Your Abilities
46) Gathering Information
47) Arranging Problems by Importance
48) Making a Decision
49) Concentrating on a Task