

Improving Effective Communication!



Communication?



► **Communication:**

► The act of using _____
to _____ information, ideas, feelings

► **Effective Communication:**

► A _____ process in which participants
explain _____
resulting in each _____
the others _____

Communication

► *“The single biggest problem in communication is
the illusion that it ever-takes-place.”*

- George Bernard Shaw



► **Effective Communication:**

► A two-way process in which participants
explain their ideas and feelings...
resulting in each understanding
the others perception

Overview



► I. Explore the Lens... ► 8:30 - 10:30

► II. Power of Words ► 10:30 - 12:00

► 12:00 - 1:00 Lunch

► 1:00 - 1:45

► III. Art of Listening ► 1:45 - 4:00

I. Explore the Lens...

What influences how we Communicate?

▶ Our-_____ ~~The-~~_____

▶ A. (Some) Variables that impact Our-Perception

- ▶ 1.
- ▶ 2.
- ▶ 3.
- ▶ 4.
- ▶ 5.
- ▶ 6.
- ▶ 7.
- ▶ 8.
- ▶ 9.
- ▶ 10.



I. Explore the Lens...

What influences how we communicate?

▶ The Key: 

- ▶ _____ with _____ for _____
- ▶ 1st: _____ to under _____
- ▶ 2nd: _____ to be under _____



I. Explore the Lens...

What influences how we communicate?

▶ B. The Personality Variable

▶ MBTI (Myers-Briggs Type Indicator)

▶ 4 Areas:

- ▶ Focus / Get energy (E / I)
- ▶ Take-in Information (S / N)
- ▶ Make Decisions (T / F)
- ▶ General Approach (J / P)



Overview



- I. Introduction / Word Impact
- II. Before our Words (3R)
- III. Making Effective Word Choices
- IV. Words for Difficult Conversations (4T)



I. Introduction - Word Impact

- ▶ Exercise: Think of...
- ▶ 1 - 3 phrases that have Lifted you &
- ▶ 1 - 3 phrases that have Lowered you

II. Before our Words... (3R)

- ▶ R _____
- ▶ Emotional _____
- ▶ Emotional _____
- ▶ Emotional _____



- ▶ R _____

Facts	Assumptions/Perceptions	Unknowns

- ▶ R _____

III. Making Effective Word Choices

▶ 1. Caution: _____ Words



▶ 2. Caution: _____



▶ 3. Pro-Noun Power (You and I)

▶ You with _____

▶ I with _____

III. Making Effective Word Choices

▶ 4. Words with Community...

▶ _____



▶ 5. Words with Team members

▶ _____



▶ 6. In Disagreements

▶ _____ vs. Wrong

▶ No: _____

III. Making Effective Word Choices

▶ 7. Choose ____ or ____



▶ 8. Balance types-of-words

▶ - C _____

▶ - C _____

▶ - C _____

▶ - C _____

▶ - C _____



IV. Words for Difficult Conversations - 4T

- ▶ 1. I_____ & T_____
- ▶
 - ▶ Overarching _____ &
 - ▶ Issue
- ▶
- ▶ 2. Their-T_____
- ▶ Ask
- ▶ Acknowledge



IV. Words for Difficult Conversations - 4T

- ▶ 3. I_____ - _____ Framing

S _____ / M _____

A _____



R _____

T _____

- ▶ 4. I_____

Notes

Overview:



- ▶ I. Introduction / Definitions
- ▶ II. 5 Barriers
- ▶ III. 5 Techniques to Improve



I. Introduction

- ▶ Listening definition:
- ▶ 'The process of _____
Constructing _____ and _____
verbal and nonverbal messages' -International Listening Assoc.



- ▶ Hearing definition:
- ▶ _____

II. 5 Barriers to Listening

- ▶ 1. S_____ - Focused
- ▶ Mental _____
- ▶ Pre _____
- ▶ About the _____
- ▶ About the _____
- ▶ 2. S_____ listening

II. 5 Barriers to Listening

▶ 3. S _____ from _____

▶ 4. S _____ Style

▶ 5. S _____ listening

III. 5 Techniques to improve Listening

▶ 1. Check your Listening-Readiness-Level

▶ Dial down: _____

▶ Dial-down: _____

▶ Do: _____

▶ 2. Identify the Type-of-Listening

▶ Listen for E _____

▶ ... E _____

▶ ... E _____

▶ ... E _____



III. 5 Techniques to improve Listening

▶ 3. Give _____ cues

▶ 4. P _____ & P _____

▶ 5. _____ ...like you are listening

▶ A _____

▶ B _____

▶ C _____

▶ D _____


