

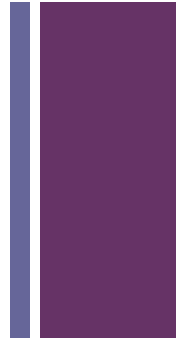
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Effective Communication

What is communication? How do our perceptions influence communication? How can we become "better" at communicating?

+ Agenda

- Communication 101
- Perception and Communication
- Effective Listening and Paraphrasing
- Descriptive vs. Evaluative Language
- Tying it all together...the Five Steps to being a Competent Communicator





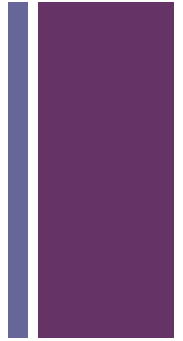
Communication 101

I learned to talk! What do you mean, I didn't learn to communicate?

Yes, communication is a skill that can be learned.

+ Why Talk About This?

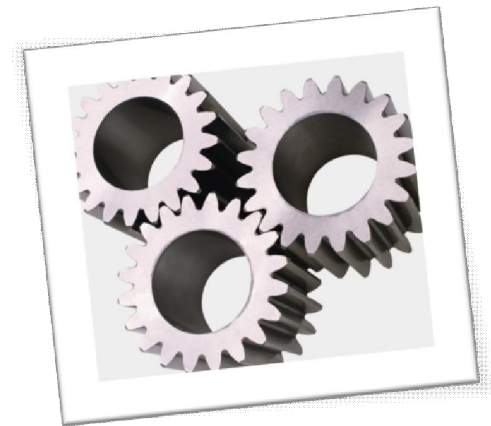
Answering the "So What" Question...



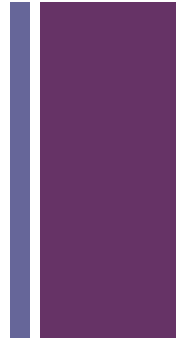
- Why is communication relevant in our lives?
- How does communication impact our personal life?
- How does communication impact our professional life?
- What is the relationship between communication and human behavior?
- Why should we become more aware about our communication in relation to others?

+ Communication Complexity

- What does the communication process look like?
- Communication as Action
- Communication as Interaction
- Communication as Transaction



+ Step One: Be Aware of Communication with Yourself and Others



- Self-awareness of your:
 - Thoughts
 - Emotions
 - Internal Messages
 - Self-talk and its effect on your communication with others
 - What is my behavior vs. respect of others

+ Step Two: Effectively use and interpret verbal messages.

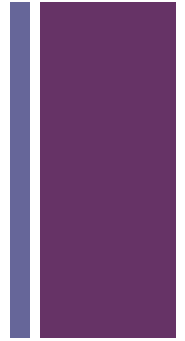
- Use clear and precise words to explain ideas and emotions
- Make a real effort to accurately interpret the words of others
 - Consider the meaning of the words
 - Consider the communication context

MS  MR

+ Step Three: Effectively use and interpret nonverbal messages.

- Use nonverbal cues to express feelings and emotions to others
- Use nonverbal cues to modify the explicit verbal message you communicate
- Accurately interpret the nonverbal messages of others

93% of your communication is NON-VERBAL!
75% of that is ABOVE THE SHOULDERS!

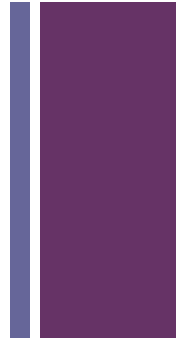




+ Perceptions and Communication

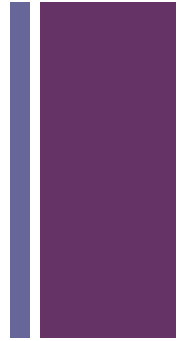
Is what you perceive your reality?

+ What is a perception?



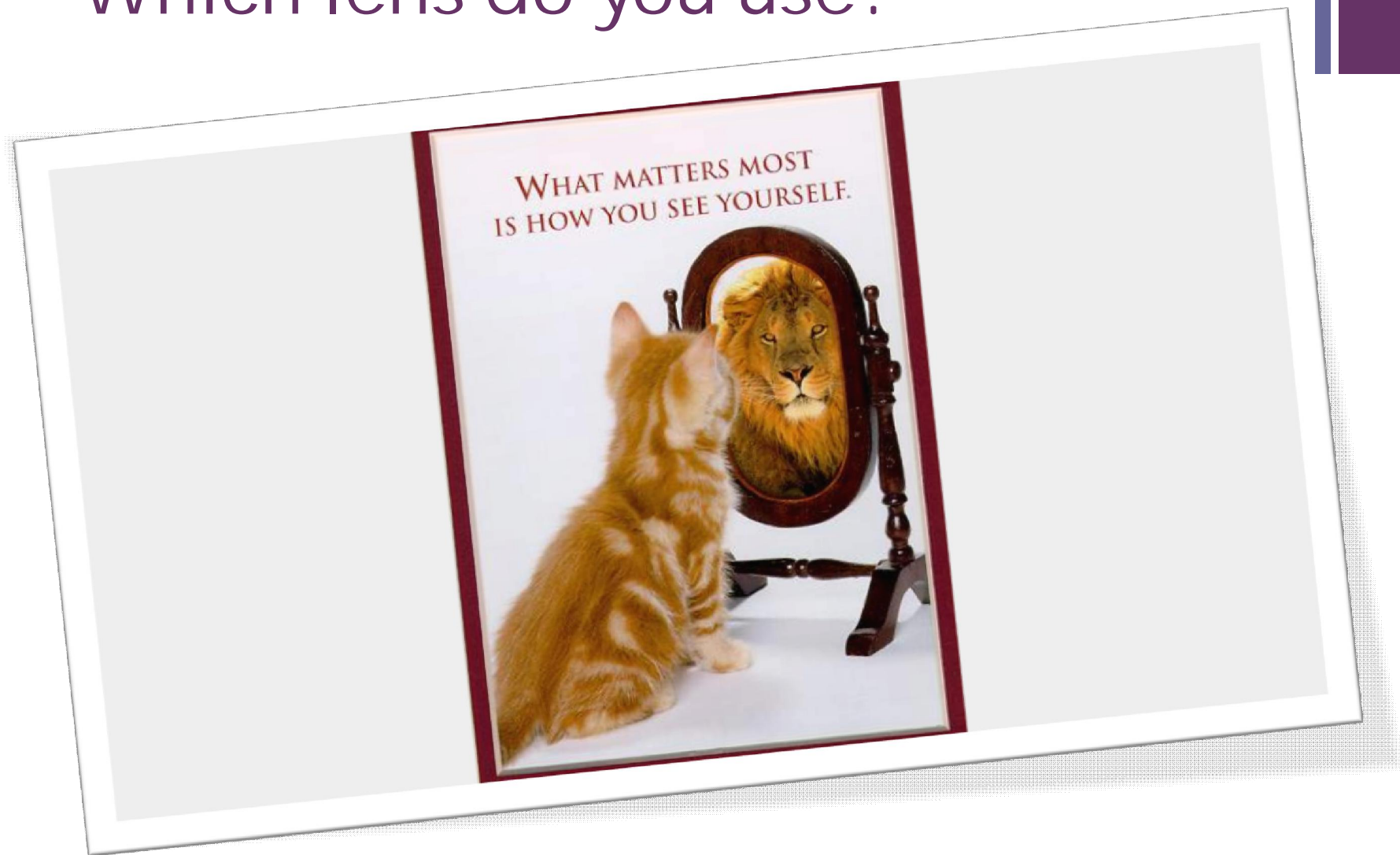
- A perception is the arousal of our senses
- Our senses are activated (aroused) and we process them.
- Perceptions are influenced by:
 - Self-concept and self-esteem
 - Worldview, past experiences = our “lens”

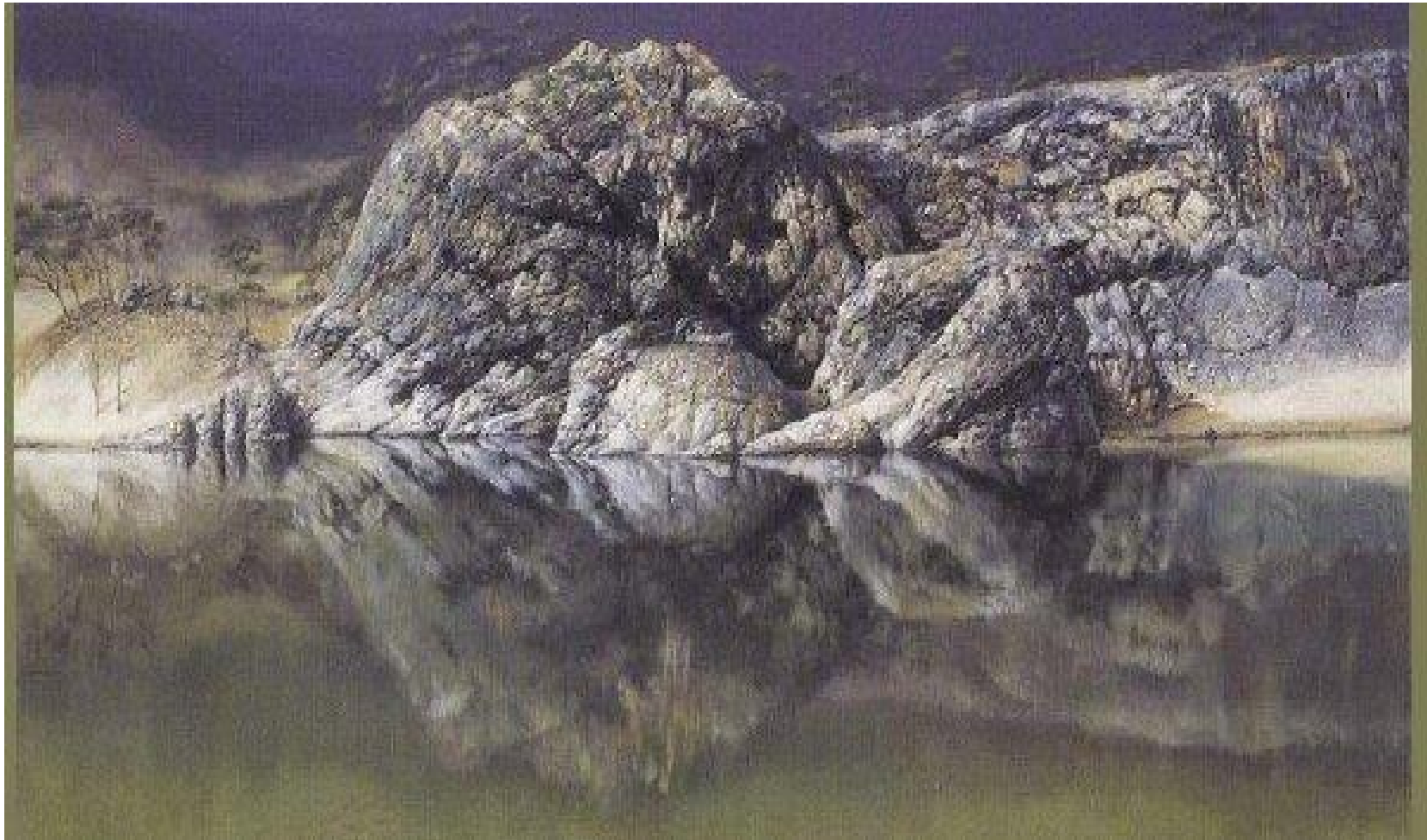
+ Why is Perception Important?



- Perception serves as a lens.
 - Messages sent and received are filtered through this lens
- Perception is in the mind of the RECEIVER!
 - Subjective, not Objective

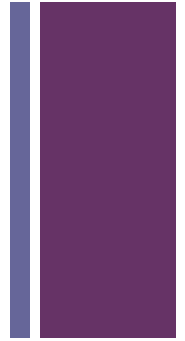
+ Importance of Perception
Which lens do you use?





What do you see?

+ Enhancing Perceptual Accuracy



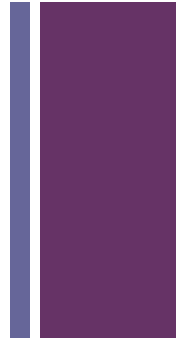
- Use Indirect Perception Checking
 - Seek additional information in a passive manner
- Use Direct Perception Checking: A 3-Step Process
 - Describe the behavior: verbal and nonverbal
 - Offer two possible interpretations
 - Request clarification.
- Avoid the following:
 - Stereotyping
 - Assuming Similarity
 - Assuming Differences
 - First Impressions



+ Listening, Paraphrasing, and Offering Feedback

Can we do all three effectively?

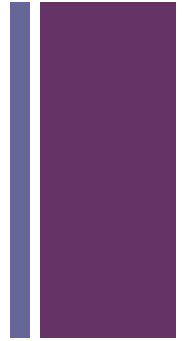
+ Effective Listening



"I know you believe you understand what you think I said, but I'm not sure you realize that what you heard is not what I meant."



+ Differences: Hearing vs. Listening



■ Hearing

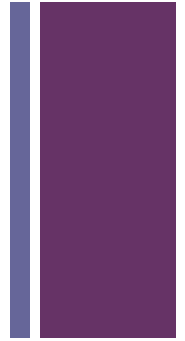
- Physiological process of decoding sounds.
- Hear when sound reaches eardrum and a message is sent to the brain.

■ Listening

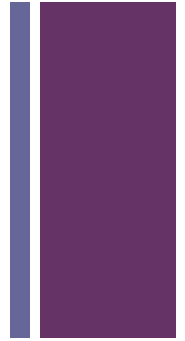
- Complex process of:
 - Receiving
 - Constructing meaning from ____
 - Responding to verbal and nonverbal msgs
- Involves 5 steps
 - Selecting
 - Attending
 - Understanding
 - Remembering
 - Responding

+ Listening Styles

- Listening style: preferred way of making sense out of messages
 1. People Oriented: Focus on emotions and feelings
 2. Action Oriented: Prefer messages that are functional, well-organized, brief, and accurate.
 3. Content Oriented: Prefer messages that are complex and contain detail
 4. Time Oriented: Prefer messages to be brief.

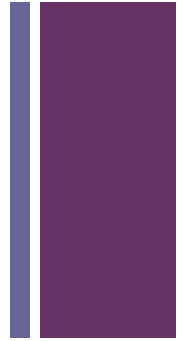


+ Barriers to Listening



Knowing the answer	Reacting to "red-flagged" words
Trying to be helpful	Discussion as competition
Trying to influence.	Believing in language
Details vs. main points	Generalizations

+ Active Listening Strategies

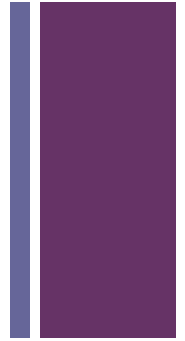


- STOP, LOOK, & LISTEN
- Sincere Interest
- Clarify and Question
- Paraphrase and Restate
- Personal Awareness
 - Opinions
 - Strong Feelings



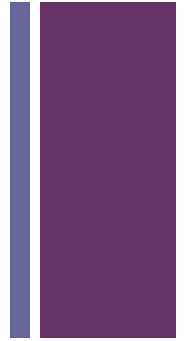
+ Paraphrasing Message Content

- Paraphrasing is checking the accuracy of your understanding by restating the content in *your own words*
- Typical lead-ins to a paraphrase include:
 - “So here it seems to have happened”
 - “Here’s what I understand you to mean ...”
 - “So the point that you seem to be making is ...”
 - “You seem to be saying”
 - “Are you saying ...”



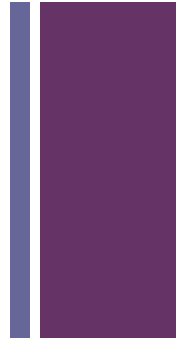
+ Paraphrasing Emotional Content

- Bottom line is to make certain you understand the other's emotional state
- Typical lead-ins include:
 - "So you feel ..."
 - "So now you feel ..."
 - "Emotionally are you feeling"
 - "It seems to me that you're feeling ..."

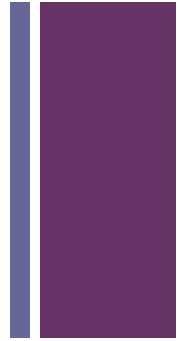


+ Offering and Receiving Feedback

- Feedback is simply the response to the message!
- Intentional or Unintentional
- Verbal or Nonverbal
- Simply checking boxes or assigning a number is not effective feedback



+ Paraphrasing and Feedback



■ Paraphrasing

- "So what I hear you saying is _____."
- "Let me make sure I understand you. _____..."
- It sounds like you're angry because _____."

■ Feedback

- You aren't the judge on your effectiveness as a listener
- Key is not what you think, it's what the other thinks of your effectiveness
- Ask point-blank if the other felt you were listening and heard what they had to say
- Check your perceptions against theirs

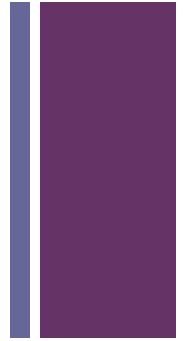


Language

Symbols mean different things to different people and different cultures.

+ Language:

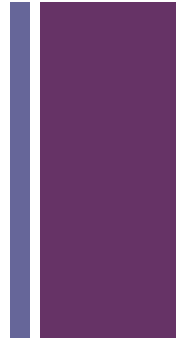
Symbols don't mean the same thing to all people.



- What is language?
- Language defined:
 - System of symbols (words or vocabulary)
 - Words, sounds, gestures, visual image that represents a thought, concept, object, or experience.
 - structured by rules (grammar) and
 - patterns (syntax) common to a community of people.

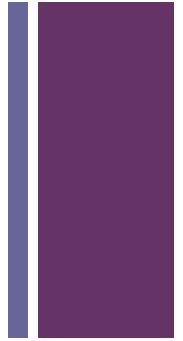
+ Denotative and Connotative

- People *create* meaning! Words do not!
- Denotative
 - Restrictive, or literal meaning of a word
- Connotative
 - Personal and subjective meaning of a word

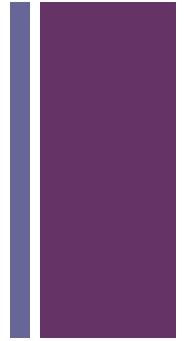


+ Abstract and Concrete

- People *convey* meaning through words!
- Abstract
 - Meaning that refers to something that cannot be perceived or experienced with one of the senses.
- Concrete
 - Meaning that refers to something that can be perceived with one of the senses.



+ Descriptive vs. Evaluative Language



■ Evaluative

- Creates a climate of hostility and mistrust
- Judgmental
- Hurtful
- Causes negative and/or defensive response
- Control oriented
- Contrived/manipulative
- Neutral
- Rigid
- Superior

■ Descriptive

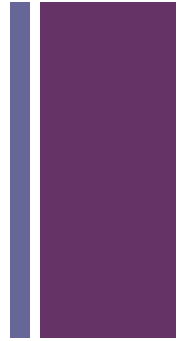
- Creates a climate of trust, caring, and acceptance.
- Supportive
- Other oriented
- Causes positive and accepting response
- Problem oriented
- Genuine
- Empathic
- Flexible
- Equal



A look at where we've been...it's time to add the final two steps

Tying it all together – what do you need to do to apply all five steps
to competent communication?

+ Recap: Steps One - Three



■ Step One:

- Be aware of your communication with yourself and others

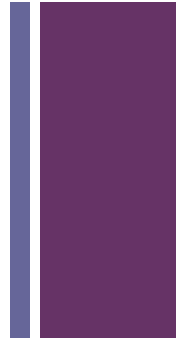
■ Step Two:

- Effectively use and interpret verbal messages

■ Step Three:

- Effectively use and interpret nonverbal messages

+ Adding Step Four: Listen and respond thoughtfully to others

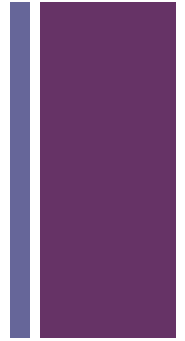


- Be other oriented:
 - Stop and focus on what others are saying
 - Look for nonverbal cues
 - Listening accurately for ideas and details
 - Be clear, accurate, and timely to providing appropriate feedback to others

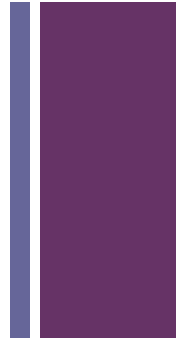
+ ...Step Five

Appropriately adapt messages to others

- Consider how others interpret YOUR messages
- Consider your interpretations of others' messages
- Consider how those interpretations are affected by the differences
- Enhance message understanding
- Achieve your communication goal
- Communicate ethically



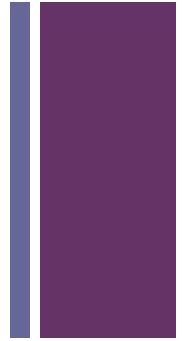
+ Empathy: A little empathy goes a long way...



- Empathy represents a process of feeling what another person is feeling.
- More than just acknowledgement
- Making an effort to feel the emotion yourself
- Central is being emotionally intelligent
 - Ability to understand and express emotion, interpret emotions in your self and others, and regulate or manage emotion.



A Final Thought on Communication



“Communication is a community, that is, to understand intimacy, and meaning.”

