

Effective Communication In the Workplace

Presented by:

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Learning Objectives

At the end of this training participants will be able to:

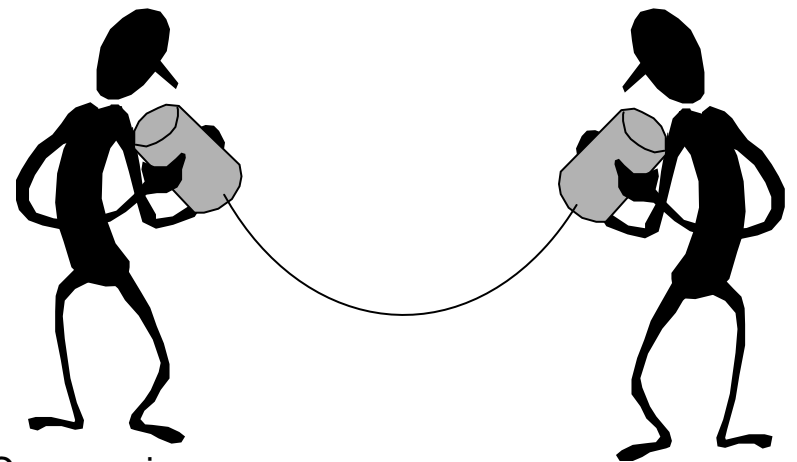
- Define communication
- Identify your major/minor communication style
- Identify skills used for effective communication.
- Identify steps in planning improved listening
- Identify guidelines for giving effective praise.
- Identify steps for delivering criticism.

What Is Communication?

1. Communication is the act or process of communicating.
2. The exchange of ideas, messages or information, by use of speech, signals, or writing.
 - » Webster's Dictionary

COMMUNICATIONS IS MUCH MORE OF AN ART THAN A SCIENCE

Reproduced from 50 Communication Activities,
Icebreakers and Exercises by Peter R. Garber



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What's Your Communication Style?

- Complete the Communication Style Inventory.
- Total your checkmarks for each column

Four Major Styles of Communication

- Style
 - Thinker
 - Feeler
- Function
 - Analyzing, ordering in logical fashion
 - Relating to and understanding experience through emotional reactions and response to feelings

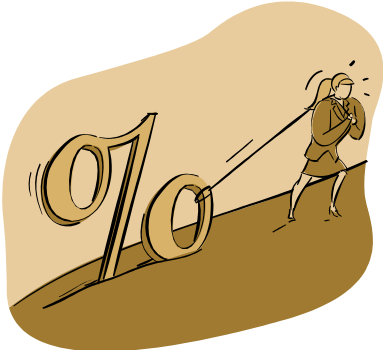
Four Major Styles of Communication

- Style
 - Sensor
 - Intuitor
- Function
 - Experiencing mainly based on personal perceptions...”just do it” style
 - Conceiving, projecting, inducing

Communication

<i>Oral Language</i>	<i>Written Language</i>
Speaking	Reading
Listening	Writing

Communication Time



What percentage of time do you think you spend communicating with others?



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Communication Time

Reading



Writing



Speaking



Listening



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Written Communication

- Written Communication is communication by written symbols. This is an important workplace skill.
- Good Writing skills allow you to communicate your message with clarity and ease to a larger audience.
- Correct grammar, punctuation and spelling are key in written communication.

Written Communication Skills

- Writing Skills can be learned.
- Check and improve your writing skills by reading it aloud.
- Read- reading exposes you to new vocabulary and different writing styles.
- Formal and Informal written communication.
- Remember your audience.

Communication and Technology

- E-mail Communication

- Text 

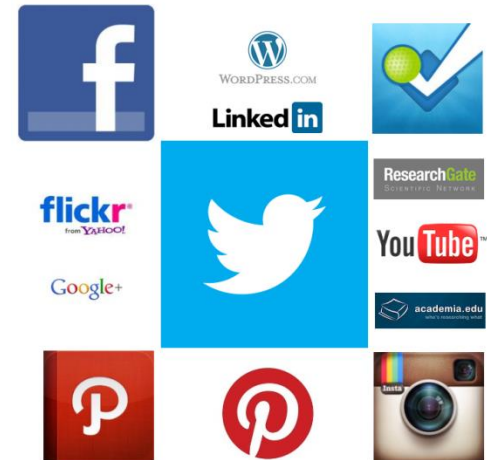
- Social Media

- YCS Social Media Policy

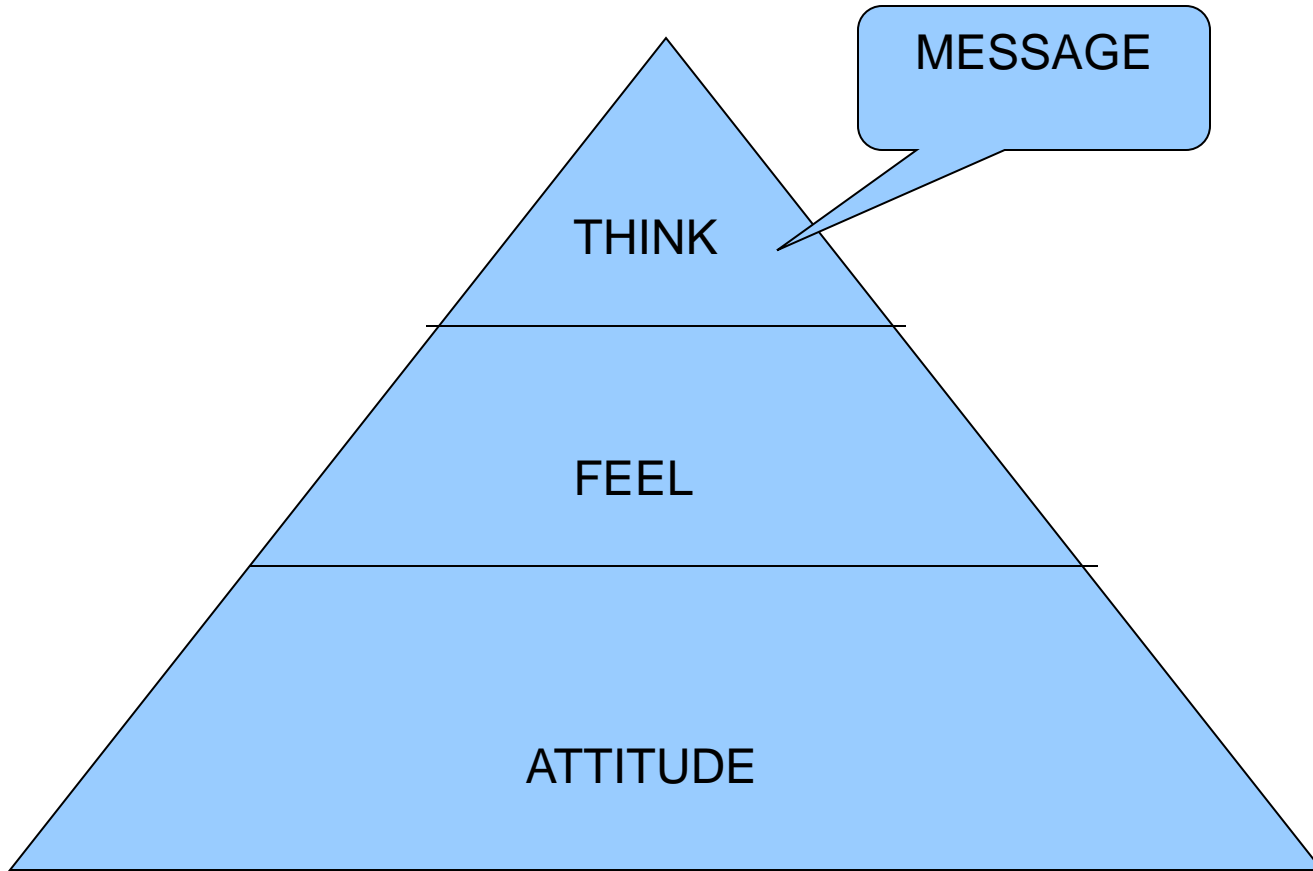
- Impact of Social Media

- Personally
- Professionally

- Assistive Technology



ATTITUDE AND YOUR MESSAGE



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IMPACT OF YOUR MESSAGE

- Face to Face communication:
 - Words: _____
 - Tone of Voice: _____
 - Non-Verbal: _____

VERBAL COMMUNICATION

- Voice
 - Inflection
 - A change up or down, in vocal tone/pitch (emphasis)
 - Articulation
 - Rate of speech
 - Pitch
 - Pacing
 - Volume

NON-VERBAL COMMUNICATION

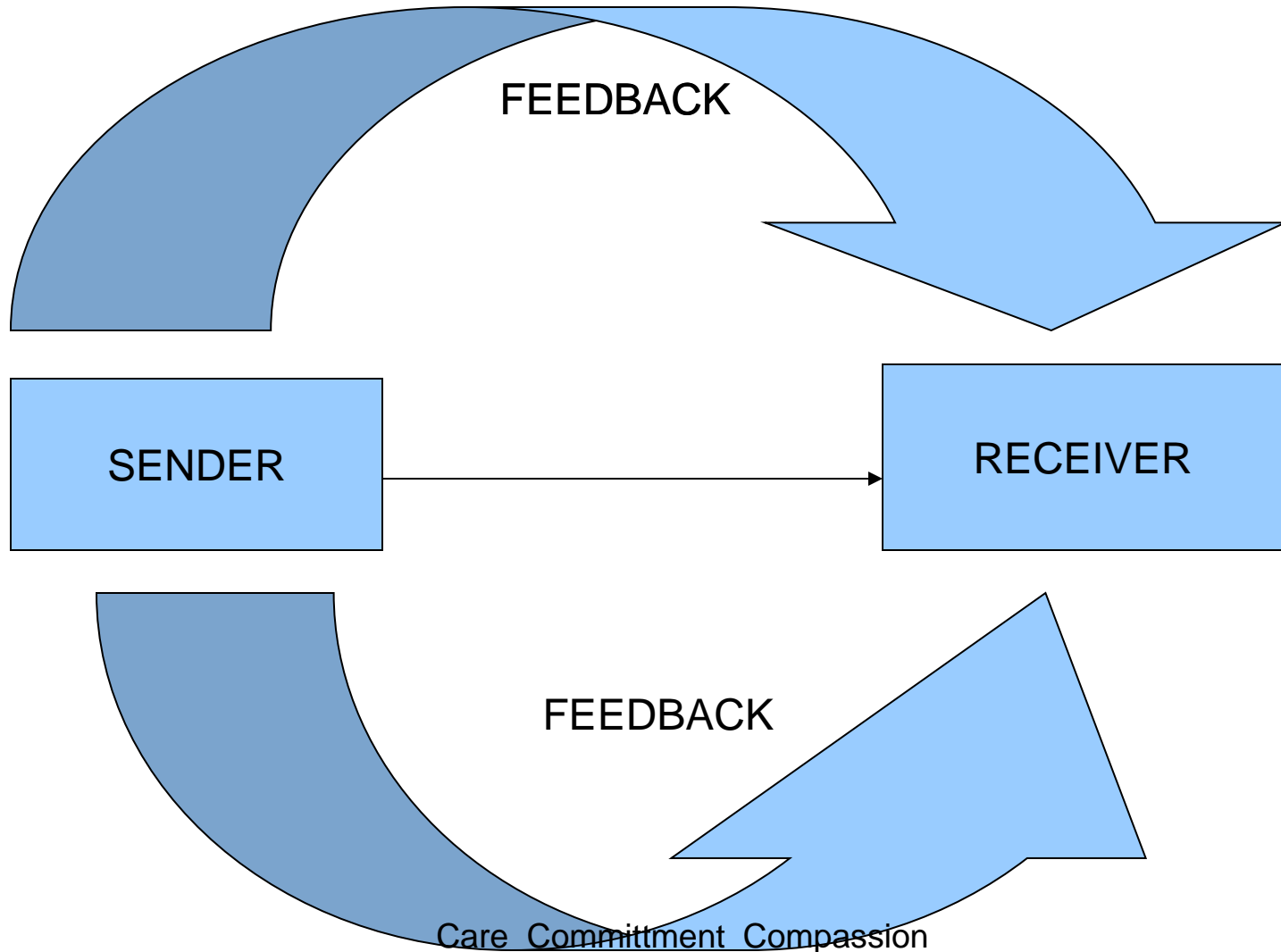
- Eye contact
- Proximity
- Body Language
 - Posture
 - Physical Contact
 - Gestures
 - Facial Expressions

Different Degrees of Impact

- The body speaks volumes
- Tonality and Inflection: It's not what you said. It's **how** its said.

Our words, body language and voice tone must be in synch if we want to send a clear message.

EFFECTIVE COMMUNICATION



BARRIERS TO COMMUNICATION

- External Noise
- Internal Noise
- Lack of communication skills
- Not communicating within the chain of command
- Lack of mutual importance/priority
- Negative Attitudes
- The blame game
- Lack of cultural competence

SENDER'S RESPONSIBILITY

- Apply the 5 C's when Speaking:
 - Correct
 - Clear
 - Coherent
 - Concise
 - Courteous



Listening Skills



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What is Listening?

- Listening is the ability to accurately receive and interpret messages in the communication process.
- Listening is the key to all effective communication.
- Without the ability to listen effectively :
 - Messages are often misunderstood.
 - Communication breaks down.
 - The sender of the message can easily become frustrated or irritated.

Common Listening Misconceptions

1. It's Difficult to Learn How to Listen
2. I'm a Good Listener
3. Intelligent People are Better Listeners.
4. We Listen Better as we get older
5. Gender affects Listening Ability
6. Hearing is the same as Listening

Listening and Hearing

- **Hearing** refers to the sounds you hear.
- **Listening** requires more focus.
- **Listening** means paying attention to:
 - Not only the story
 - But how it is told
 - The use of language and voice
 - How the person uses their body
- Listening is being aware of verbal/non-verbal messages

Barriers to Effective Listening

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Barriers to Effective Listening

- Distractions
- Lack of interest
- Feeling tired, ill, lack of energy.
- Making assumptions about what the other person is going to say.
- Prejudging importance of message
- Unclear message
- Planning your response
- Lack of time
- Poor environment
- Lack of sensitivity
- Language/Accent/Cultural difficulties

Principles of Listening

- Stop Talking
- Prepare yourself to listen
- Put the speaker at ease
- Remove distractions
- Empathize
- Be patient
- Avoid personal prejudice
- Listen to the Tone
- Listen for ideas not just words
- Watch for Non-Verbal Communication

Signs of Ineffective Listening

Non-Verbal

- Lack of eye contact
- Posture
- Lack of Expression
- Fidgeting

Other signs

- Sudden change in topic
- Selective listening
- Daydreaming
- Advising

Types of Listening

- General listening types
 - Discriminative Listening
 - Comprehensive Listening
- Specific Listening types
 - Informational Listening (listening to learn)
 - Critical Listening (Listening to evaluate and analyze)
 - Therapeutic/Empathetic Listening (listening to understand feeling and emotion)

Other Types of Listening

- Non-listening
- Pretend listening
- Appreciative listening
- Selective Listening
- Active listening

Active Listening

- Active listening means to fully concentrate on what is being said rather than just passively “hearing” the message.
- Active listening involves listening with all the senses.
- Active listening also means that you actively show verbal and non verbal signs of listening.

Signs of Active Listening

Non-Verbal

- Smile
- Eye contact
- Posture
- Mirroring
- Minimize distraction (both external and internal)

Verbal

- Positive Verbal reinforcement
- Remembering
- Questioning (open ended)
- Reflection
- Clarification
- Summarization

KEY TRAITS OF EXCELLENT LISTENERS

- Concentrate on what is being said
- Resist urge to interrupt or give unsolicited advice
- Paraphrase to clarify
- Guide employees to solutions by asking questions
- Follow up with note, e-mail or memo to confirm decisions made

Effective Feedback

Delivering a specific message to another based on an observed behavior or documented performance

Effective Feedback

- Improves the chance that the receiver will be motivated to begin, continue or stop behaviors that can impact performance.
- Enables the receiver to walk away understanding exactly what he/she did/did not do and what impact the behavior has.

Why Give Feedback?

- To achieve program and organizational goals.
- To develop or improve skills or ability.
- To help build confidence/motivate
- To take corrective action
- To build communication.

Receiving Feedback

- Listen carefully
- Don't get defensive
- Ask for examples
- Consider the feedback
- Use it
- Thank the provider

Providing Positive Feedback (Praise)

1. Make it timely
2. Make it sincere
3. Make it specific
4. Make it public but remember not everyone wants it in public.
5. Praise earnest effort, progress and milestones.

Providing Constructive Feedback

Do

- In private
- In person
- In a business setting

Don't

- Hesitate
- Use negative words after **YOU**
- Use **always**, **never** or **worst**

Ways to Give Constructive Feedback

- Affirm your confidence in their abilities
- Be specific with problem
- Ask for an explanation
- Restate the reason to be sure you understand
- Explain why the behavior is a problem
- Place the behavior in a larger context

Ways to Give Constructive Feedback

- Ask for ideas
- Propose a solution
- Seek commitment

Emotional Impact of Feedback

- Recognize that people process information differently.
- Take into account the individual's situation/individual situation.
- Draw on their problem solving ability.
- Maintain your self control
- Separate fact from fiction.

Things to Avoid when Giving Feedback

- Judging individuals
- Being vague
- Third party information
- A “sandwich”
- Generalities
- Psychoanalysis
- Monologues
- Implied threats
- Inappropriate humor
- Sarcasm

Communicating with Individuals

- Establish therapeutic rapport.
- Remember that Non-Verbal individuals can hear and comprehend.
- Look at the person
- Make sure you have their attention
- Speak Clearly- not with a louder volume.
- Sign Language/Gestures
- Picture Exchange System/Assistive Technology

WORKPLACE COMMUNICATION ESSENTIALS

- Get centered
- Listen well
- Speak clearly
- Think creatively
- Be receptive
- Inquire skillfully
- Stay relaxed
- Be mindful
- Be genuine

Key Things to Remember

- Begin with the end in mind- Good performance.
- Leverage Strengths
- Balance your messages
- Catch people doing right
- Accept feedback yourself
- Manage by walking around

KEY THINGS TO REMEMBER

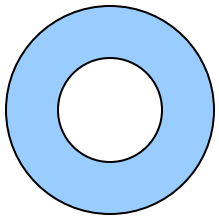
- Listen without passing judgment
- Communicate respect and dignity in every interaction.
- Appreciate differences in views and ideas and seek to understand them.
- Actively listen and stay professional.
- Make praise timely, sincere and specific.

KEY THINGS TO REMEMBER

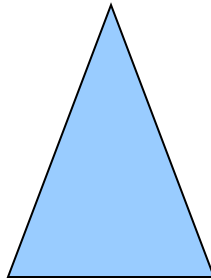
- Criticize in private, in person and in a business setting.
- Describe the problem and explain why it's a problem.
- Ask for an explanation.
- Express confidence that the assignment is in good hands.
- Check in periodically with employees during assignments.

Closing

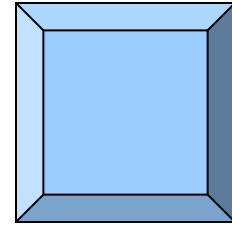
Circle



Triangle



Square



- Questions/Comments
- Review Homework assignment
- Evaluation

FINAL THOUGHTS

“When people talk, listen completely. Most people never listen.” Ernest Hemingway

“It takes two to speak the truth: one to speak, and the other to hear.” Henry David Thoreau

“The keys of effective communication are knowing who you are, being yourself and sharing your message in a responsive way.”
Barbara Borowitz Garland