

Communication Effectiveness



Performance

What you do!

EFFECTIVE

Productivity

How you do it!

EFFICIENT

Planning

When you do it!

ORGANIZED



Name the #1 reason why businesses fail?

Communication!

Lack of..... communication

Mis..... communication

Mis-interpretation of... communication



QUOTE

“Communication is not completed until the message is received by the other person. Delivering the message is the easy part. The hard part is to make sure that the message is received by the intended party.”

Vijai P. Sharma, Ph.D



When was the last time you had something you said taken out of context?

Were you aware of it at the time?

Was the result of the misunderstanding a humorous interaction or an infuriating disaster?



Communication influences all factors of your life.

Whether in business, personal relationships or reaching out and meeting others.



QUESTION

Why is communication such an important topic?



ONLY ONE THING STANDS
BETWEEN YOU AND SUCCESS.

IT'S YOUR ABILITY TO CONNECT.



AN EFFECTIVE COMMUNICATION PROCESS INVOLVES

- Information - At the outset, information exists with the sender. This can be a concept, an idea, information or feelings.
- Encoding - Then a message is transmitted, in words or other symbols, to a receiver.
- Decoding - The person receiving the message then translates the words or symbols into a concept or information they can understand.



EXERCISE

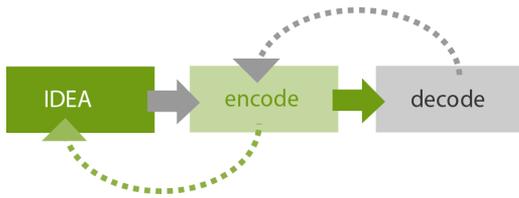
EXERCISE

How many of you got confused & just "quit" listening?
Why was the one-way communication so difficult to follow? (Even two-way communication cannot ensure complete understanding.)
How can we make our communication efforts more effective?



HOW DO YOU KNOW A MESSAGE HAS BEEN PROPERLY RECEIVED?

- By two-way communication



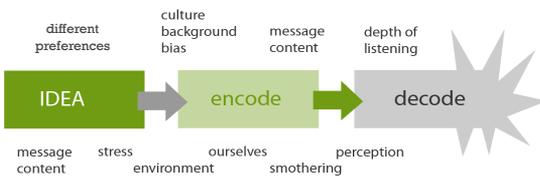
GROUP DISCUSSION

Create a quick list of all the barriers to communication you can think of...

...anything that hinders communication.

BARRIERS TO EFFECTIVE COMMUNICATION

Anything that prevents the receiver from understanding the message is a barrier to effective communication.



COMMUNICATION

What percentage of communication is:

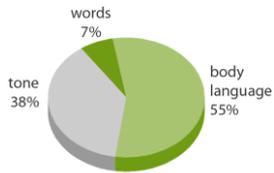
Words?
Tone of Voice?
Context such as body language?

Words – 7%
Tone of Voice – 38%
Context – 55%

NON-VERBAL BEHAVIORS OF COMMUNICATION

"The problem with the poor communicator is that the communicator does not know he is not getting across. He can and should know through a combination of feedback and an awareness of others' perceptions, response and body language."

– B. Hurst



Non-Verbal Communication



Are most people aware that they communicate so much non-verbally?

Throughout the day we are sending messages without saying anything.

As we converse with family, colleagues, customers we need to be aware of that.

Does what we say has more influence than what we do not say?

Agree or Disagree

NON-VERBAL COMMUNICATION

- During a hostile confrontation between co-workers, both parties will assume either defensive or aggressive nonverbal behavior without being aware of it.
- Shout out a list of aggressive nonverbal communication signs.

NON-VERBAL

- Finger pointing (very aggressive)
- Glaring
- Invasion of personal or even intimate space (4" and closer)
- Arms crossed
- Widening of stance
- Hands on hips
- Fingers clenched into a fist

NON-VERBAL

- Is it possible to use nonverbal communication to defuse an angry situation?
- List nonverbal communication things you can do to defuse an angry person.

NON-VERBAL

- Open palms
- Triangle body pointing
- Head tilting
- Lower eye level
- Just listening

On the next few slides there will be descriptions of body language.

Label them as:

- Defensive
- Attentive
- Bored
- Open
- Closed

Defensive-Attentive-Bored-Open-Closed

- lean slightly towards you
- largely still, with not even internal dialogue being allowed to distract
- head may be tilted slightly forward
- looks at the other person without taking their gaze away
- forehead as the eyebrows are brought together as the listener seeks to hear and understand the other person



Defensive-Attentive-Bored-Open-Closed

- Arms are not crossed and may be animated and moving in synchronization with what is being said or held wide
- Palms are also relaxed and may be quite expressive
- The head is directed solely towards the other person.
- Eye contact is likely to be relaxed and prolonged



Defensive-Attentive-Bored-Open-Closed

- physical object may be placed held in front of the person can be as small as a pen or as large as a table
- huddle into a smaller position, keeping their arms and legs in
- rigidity also freezes the body, possibly avoiding movements
- Flicking the eyes from side to side shows that the person is looking for a way out



Defensive-Attentive-Bored-Open-Closed

- In closed positions one or both arms cross the central line of the body. They may be folded or tightly clasped or holding one another
- Varying levels of tension may be seen in the arms and shoulders, from a relaxed droop to tight tension and holding on to the body or other arms
- The head may be inclined away from the person, and particularly may be tucked down.



Ways to Improve your Body Language

- Do not cross your arms or legs
- Have eye contact, but don't stare
- Don't be afraid to take up some space
- Relax your shoulders
- Nod when they are talking

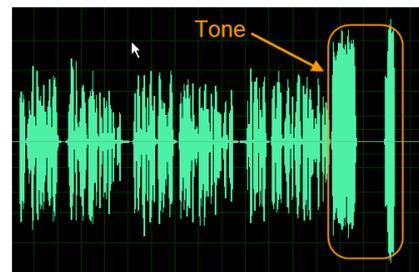
Ways to Improve your Body Language

- Don't slouch- sit up straight
- Lean, but not too much
- Smile & laugh
- Don't touch your face
- Keep you head up

Ways to Improve your Body Language

- Slow down a bit
- Don't fidget
- Use your hands more confidently
- Don't stand too close
- Mirror

tone of voice



TONE OF VOICE

- Take each sentence and emphasize each word one at a time every time you say the sentence.

I love my job.

I **love** my job.

I love **my** job.

I love my **job**.



TONE OF VOICE

- You can take most sentences and change the meaning by emphasizing words.
- The way we emphasize and use our tone of voice effects communication.
- Think of all the 'tones' and deliveries we can use.



TONE OF VOICE

- **Voice Inflection**

When speaking, think about the key points you want to emphasize, make sure the inflections of your voice does just that. Inflection alone can change the meaning of a sentence.

- **Delivery**

Practice, practice, practice. The delivery of your message when training your voice is key. Don't be afraid to rehearse a conversation. You won't always have to do this, just long enough to where a good delivery is natural and you can do it with confidence.



TONE OF VOICE

- **Sound**

What do you sound like? Have you ever really just listened to your own voice? For example, when you record your outgoing voicemail message what do others hear? A smile? Joy? Authority?

- **Energy**

(Similar to tone, yet different)

One thing that you have to watch is the speed at which you speak. You can rattle things off faster than most people can keep up with.



VERBAL COMMUNICATION

List phrases and words that make you angry even when you were calm.

PHRASES YOU SHOULD NEVER USE AT WORK

Phrase 1 "**Calm Down**"

Phrase 2 "**What Do You Want Me To Do About It?**"

Phrase 3 "**Grow Up!**", "**Get Real**" or "**Be Rational**"



PHRASES YOU SHOULD NEVER USE AT WORK

Phrase 4 "**What's Your Problem?**"

Phrase 5 "**But**" or "**I am sorry, but**"

Phrase 6 "**That's just stupid or silly**" or "**where'd you come up with that?**"

PHRASES THAT DEFUSE

"Thank you for your opinion. I'll think about it."

"Is this a good time for you?"

"Would you like my thoughts?"

"Why don't **we** get the facts?"

"I need your help. Can you please...?"



QUESTION

What are some signs that communication is NOT working?

SIGNS THAT COMMUNICATION IS NOT WORKING

People seem to be withholding concerns or questions, and others who observe this don't attempt to engage them in the discussion.

Discussions quickly turn into arguments, which may or may not seem relevant to the original topic.



SIGNS THAT COMMUNICATION IS NOT WORKING

Group members often avoid talking to particular people when gathering information or making decisions (going around them).

Outsiders get the sense that there's an elephant in the room (something on everyone's minds that no one wants to talk about).



LEARNING STYLES

Neuro-Linguistic Programming (NLP)

Understanding HOW we communicate

There are clues in every conversation that indicate if we are making important connections with those around us.



NLP

Learning Styles Assessment



WHAT DOES IT MEAN?

You have quickly determined your learning preference.

You also prefer those who communicate the same way you do. (You immediately feel connected)



V= Visual A= Auditory K= Kinesthetic

TEST

VAK

Visual-	seeing & reading
Auditory-	listening & speaking
Kinesthetic-	touching & doing

Most people possess a dominant or preferred learning style with a close secondary preference.



VAK

Generally, most males are Visual, most females Auditory. THEN they are influenced by other LIFE factors.

The language people use is **indicative** of how they process information.



Tell me about a snowman.

LEADING WITH VAK

As Leaders we must be able to **communicate & motivate** effectively which is, vitally important to building **trust & confidence**.

Soft skill lessons such as 'Communication' help us recognize the constant need for improving our teams and most importantly... ourselves.

Consistency in performance will only become ingrained once we **know & understand** that which internally makes you effective.

CONCLUSION

Any Questions?

Post Work:

1. Observe the word choices those around you use to communicate with you.
2. Identify their preference and adapt future discussions to their preferred style.
Examine the outcome.
3. Did it provide more effective results?

THANK YOU

Make it a GREAT day!!