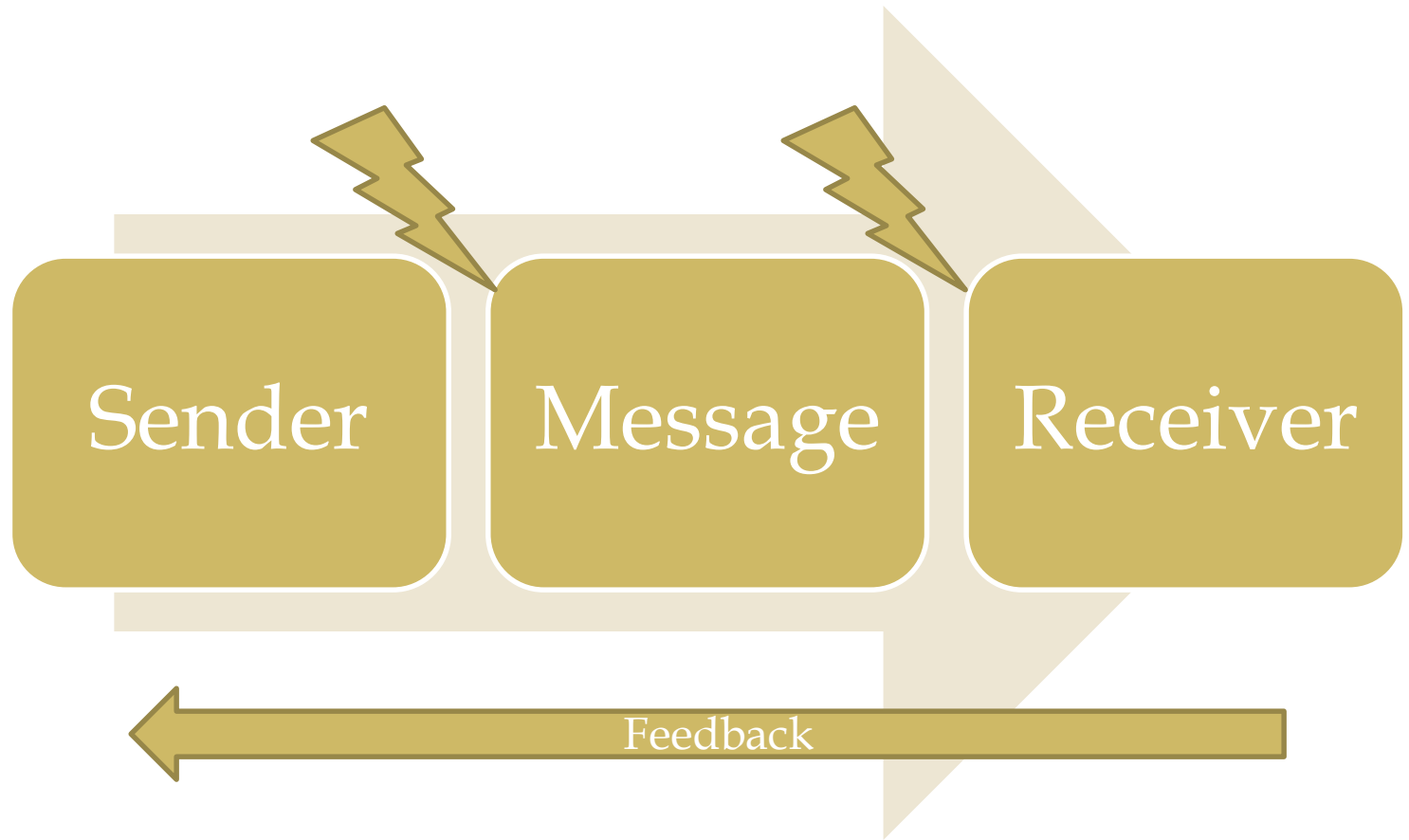


COMMUNICATION

Tidbits for Success

Communication Model



Paper Folding Exercise

Where does most of the meaning come from?

The problem with communication is the illusion that it has been accomplished.

– George Bernard Shaw

The meaning in the message...

Words ____

Tones ____

Gestures ____

Where does most of the meaning come from?

- ▣ Words 7%
- ▣ Tones 38%
- ▣ Gestures 55%

Non-verbal Communication

- ▣ **What message does our posture send?**
 1. Sitting hunched over...stress or discomfort
 2. Leaning back...casual and relaxed
 3. Straight as a pole...stiffness and anxiety
 4. Crossed arms...closed mind
 5. Fidgeting...bored or nervous

Non-verbal Communication

- ❑ It's what we don't say
- ❑ Body language
- ❑ Voice intonation
- ❑ Use of silence

- ❑ *Be aware of and manage your non-verbal messages.*
- ❑ *Take note of others' non-verbals, as well.*

Active Listening

- ▣ What is active listening?
- ▣ What is the goal of active listening?

Videos

- ▣ Videos were made at Georgia-Pacific that demonstrate poor active listening and good active listening.
- ▣ *The file is too large to send in an email.*

Goal of Active Listening

Assess/interpret the speaker's needs and acknowledge understanding.

Paraphrase what the speaker said to check for understanding.

Acknowledge the underlying emotion you observe.

Empathy is key...put yourself in their shoes.

Active Listening Takes Practice

L - Look at the speaker. Show interest.

I - Involve yourself. Stop what you are doing.

S - Stay on target. Quiet your internal noise.

T - Test your understanding, paraphrase.

E - Evaluate the message. Don't rush to offer advice. They may just want you to listen.

N - Neutralize your emotions and respond appropriately.

Providing Feedback

What is feedback and why is it important?

Have you ever been in a situation where you have not received feedback on your work?
How does that make you feel?

Providing Feedback

- Do you give feedback in private or public?
- What are some examples of when you could give feedback?

Providing Feedback

1. Be timely. Do it face-to-face and in private (as appropriate).
2. Be specific. Use an SBO.
3. Ask questions and listen to understand.
4. Criticize the action or behavior vs. the person.
5. Explain why it matters or why it's causing difficulty.

Model for Giving Feedback

Situation – The context in which the behavior took place

Behavior – What the person said or did

Outcome – The result of the action or behavior

Feedback Sentence Stems

I see..." or "I noticed that..."

Establishes common ground or provides an overview

"I think..." or "This is important because..."

Asserts needs and interests

"I want..." or "In the future could you..."

Offers problem solution or specific action wanted

"I'm saying this because..." or "My intention is..."

Preserves relationship

Practice

Receiving Feedback

1. Thank the person.
2. Clarify your understanding.
3. Commit to change if change is necessary.
4. Encourage more feedback.

Questions, Thoughts?

Are you confident you can do all of these things?