

Communicating Effectively

**Wednesday, February 23, 2011
1:00 PM – 4:30 PM**

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Learning Objectives

By completing this session, you will be able to:

- Identify the different ways we communicate.
- Better understand communication.
- Adjust your communication style to meet your needs
- Communicate more effectively in all situations
- Learn how good of a listener you really are
- Identify barriers to effective listening
- Demonstrate active listening skills
- Ask effective questions to improve communication

Session Outline

1. Communication – an overview
2. Video: Verbal Communication: The Power of Words
3. A typical work day of communication
4. Ten communication methods and challenges
5. Three different styles of communication
6. What is effective listening?
7. Four key steps in listening
8. The four different listening levels
9. Small group work session on listening
10. Asking the right questions and getting the right answers
11. Summary and goal for the future
12. Support material

Your Agenda

What are your goals or objectives for this workshop?

“Listen between the lines of the unwritten handwriting on the wall.” –William T. Carnes

Communication – An Overview

What is communication?

How important is effective communication?

Small Group Work

List a few of the problems that you had at work in the past week.
Were they related to communication issues?

What is our goal in communication?

Do various cultures, sexes or even different parts of the country communicate differently? In what ways?

Numerous research studies have agreed on the following

1. Women are not more intuitive than men, but they do pay more attention to details.
2. Men are listened to more than women
3. Women ask more questions
4. Men give longer answers when asked questions
5. Women talk faster than men
6. Women tend to maintain more eye contact and facial expressions
7. Women are more open in their praise
8. Men interrupt the speaker significantly more frequently
9. Women tend to be more polite
10. Women tend to be more self critical
11. Men tend to touch more than females
12. Women are more attentive
13. Men bring up less personal topics than women
14. Women are more animated and livelier speakers than men

What factors affect the way we communicate?

What would be the benefits of improved communication skills?

What are the barriers to effective communication?

A Typical Work Day of Communication

Writing	9%
Reading	16%
Speaking	30%
Listening	45%

Which of the above do we spend the most time learning in school?

Video: Verbal Communication – The Power of Words

Notes:

Speaker

Language

Environment

The Listener

Feedback

“You cannot – not communicate.”–Zig Ziglar

Ten Communication Methods and Challenges

1. Words

100% of the message we communicate comes from:

Words we say: _____%

How we say them: _____%

Our body language: _____%

38%

55%

7%

Take this quick test # 1

1. I need it right away _____
2. I'll be right back _____
3. There was a large crowd at the football game _____
4. I come from a small town _____

Test # 2

Pair up with a partner. Decide who will be speaker and who listener. The speaker will exhibit any of the following three feelings: angry, bored or flirtatious but don't tell your partner which you are demonstrating and see if they can guess!

1. Hi
2. It's late
3. I've had enough
4. It's good to see you

“The tongue is sharper than the sword”

- German proverb

Things to consider when it comes to the words you use

1. The meaning of the word is in the speaker and not in the word
2. There are negative words and positive words – choose your words wisely. You can't un-say something. Think before you speak
3. Keep your words simple and understandable to the listener
4. Speak loud enough for your listener and at the right pace
5. Speak clearly and enunciate



**“If you’re calling to criticize something I said, press 1.
If you’re calling to criticize something I did, press 2.
If you’re calling for any other reason, you
probably dialed the wrong number.”**

2. Non Verbal – gestures, posture, touch, appearance

3. Preferred communication styles

4. Upward communication

5. Connecting with people – building rapport

The average attention span of a person is 30 seconds and studies show we have about 90 seconds to make a good first impression or build rapport with a person. The keys to success are

1. Open – show open body language
2. Eye – make eye contact
3. Beam – have a warm facial expression
4. Hi – say something to open up the communication channels
5. Lean – forward to show interest and involvement

NESTLE them in!

N = Name

E = Employed where

S = Significant others

T = Towns lived in

L = Likes, interests or hobbies

E = Excited about in life

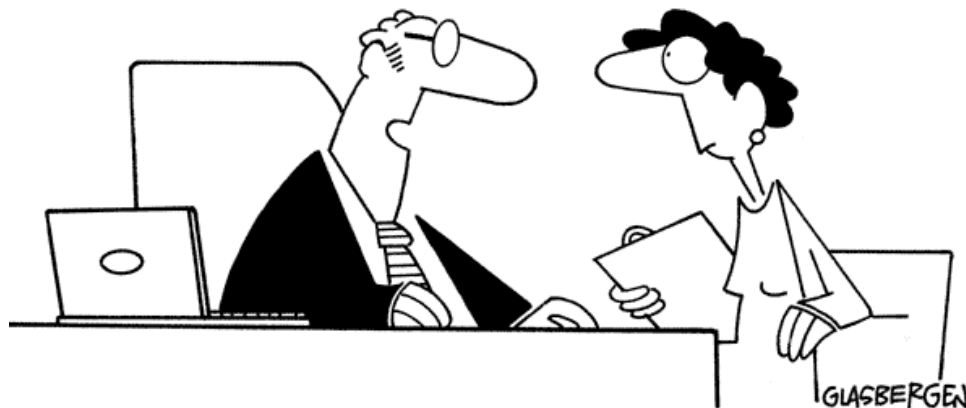
**“Encourage people to talk about themselves
and they will talk for hours” – Dale Carnegie**

6. **Most people think they are great at it!**
7. **Communicating when angry or stressed**
8. **Gossip / rumors / backstabbing**
9. **Follow-up & follow through-keeping track**
10. **Technology – e-mails – texting – voice mail**

Small Group Work

Identify two problems you have found related to communicating using technology. Discuss possible solutions

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“Since you love office gossip, here’s a hot rumor for you. Someone in this room is going to be fired if they don’t stop gossiping!”

What is Effective Listening?

Listener's Quiz

Directions: For each item, circle the answer that applies most to you.

I allow speakers to complete their sentences.	Rarely	Sometimes	Usually
I make sure I understand the other person's point of view.	Rarely	Sometimes	Usually
I listen for the important points.	Rarely	Sometimes	Usually
I try to understand the speaker's feelings.	Rarely	Sometimes	Usually
I use body language to show I am listening.	Rarely	Sometimes	Usually
I visualize the solution before speaking.	Rarely	Sometimes	Usually
I am in control, relaxed and calm when I listen.	Rarely	Sometimes	Usually
I use statements such as "I see" or "Hmm" to indicate that I am listening.	Rarely	Sometimes	Usually
I take notes when someone is speaking.	Rarely	Sometimes	Usually
I listen with an open mind.	Rarely	Sometimes	Usually
I listen even if I feel the other person is not interesting.	Rarely	Sometimes	Usually
I listen even if the other person is not friendly.	Rarely	Sometimes	Usually
I am patient when I listen.	Rarely	Sometimes	Usually
I look at the person I'm listening to.	Rarely	Sometimes	Usually
I ask questions to be sure I understand.	Rarely	Sometimes	Usually
I allow no distractions when I listen.	Rarely	Sometimes	Usually

“Conversation is a competitive exercise in which the first person to draw a breath is declared the listener.”

–Nathan Miller

Most of us listen at about a 25% efficiency level. (Exception: We are about 50% efficient during the first few sentences.) Why might this be important to know?

Why aren't we good listeners? What are the barriers?

How can effective listening benefit us?

People tend to listen with the intent to _____ rather than _____

Can organizations be good or poor at listening? Explain.

Can you listen for what isn't being said? How?



The Listening Ladder

L =

A =

D =

D =

E =

R =

Four Key Steps in Listening

1. Hear the message. Receive through ears and eyes.
2. Interpret the message. What does the information mean – facts & feelings
3. Evaluate the message. What do you think or feel about the information?
4. Respond to the message. Visually and/or orally.

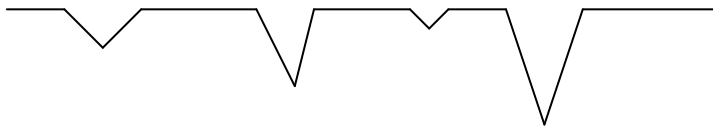
Four Levels of Listening

Ignore – Pretend – Selective – Total

How we speak



How we listen



Communicate all-ways always!

“Seek first to understand, then to be understood.”

–St. Francis

Small Group Work Session

What are some poor listening habits?

What are some good listening habits?

How can you get a poor listener to improve?

Listen Louder!!!

The real message we want to send to people when we are listening has two parts:

- 1. I heard what you said.**
- 2. What you said is important.**

“Listening is a gift—give generously!”
—Author unknown

Asking the Right Questions

What is the purpose or benefit of asking questions?

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

Every time we open our mouths to say something, we either make a statement or ask a question. Effective questions get people to think.

Are these effective questions?

Why are you behind schedule?
What's the problem?
What's your problem?
Who did that?
Why did you do that?
Who made that decision?
Can't you do better than that?

What is wrong with the questions above?

**“It is better to know some of the questions
than to know all of the answers” – James Thurber**

Are these effective questions?

How do you feel about the project so far?
What are you most pleased with?
How do you want this project to turn out?
What are your specific objectives?
Which objectives will be easiest to reach?
Which objectives will be most difficult to reach?
What needs to happen?
What can I do to help?

How do you feel after hearing these questions?

What is the difference in the two lists?

Asking Effective Questions - Tips

1. Show people that you care and respect their opinions.
2. Show we are open minded and ready to help.
3. Help us solve problems by improving communication.
4. Help promote critical thinking.
5. Focus on the positive “forward side” rather than the negative.
6. Ask “what” or “how” versus “why” to minimize resistance.
7. Are solution oriented verses blame oriented

Summary

Importance of communication – differences in how we communicate – barriers – speaker – language – environment – listening – feedback – non-verbal communication – relationship building communication – passive/assertive/aggressive – asking effective questions

Goal for the Future

What is one area that you personally need to improve?

What can we do in our organization to be better?

My personal action plan is:

“Don’t interrupt me while I am interrupting”

- Winston Churchill

Participant Evaluation

By completing this evaluation, you will help us improve future sessions.

- | | Poor | | Average | | Excellent |
|--|---------|---|---------|---|-----------|
| 1. Overall, the information presented was: | 1 | 2 | 3 | 4 | 5 |
| 2. Overall, the presenter was: | 1 | 2 | 3 | 4 | 5 |
| 3. Overall, the meeting location was: | 1 | 2 | 3 | 4 | 5 |
| 4. Overall, your expectations were: | Not met | | Met | | Exceeded |

5. What did you like best about this workshop?

6. What is one thing we could do to improve it?

7. General comments or suggestions (please use reverse side if you need more space)

8. What other topics would interest you for future seminars or workshops?

If we may use your comments in our promotional literature, please fill in below

Name: _____ Organization: _____

Title _____

Thank you for your input!

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