

Slide 1



Presented by Sharon Justice

Justice Leadership



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Slide 2



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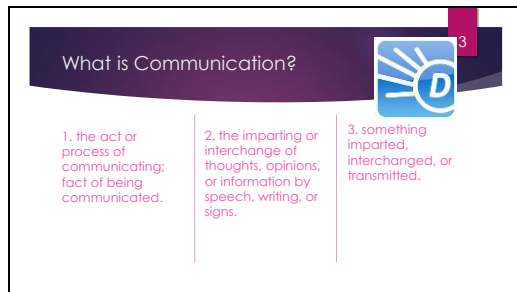
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Slide 3



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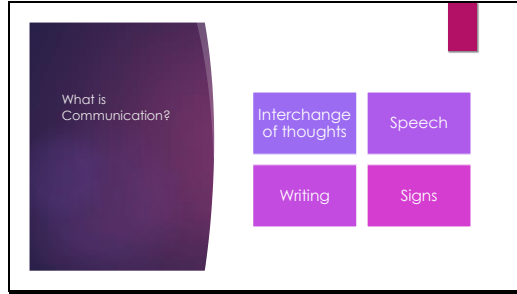
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Slide 4



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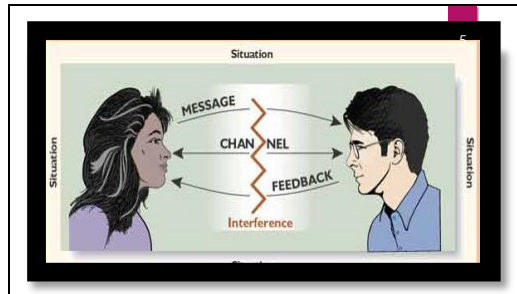
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Slide 5



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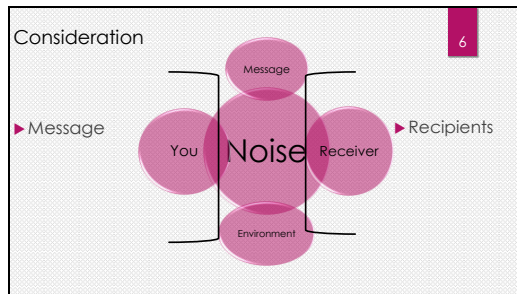
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Slide 6



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Slide 7

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### Communication Obstacles

- ▶ In small groups, make a list of communication obstacles
- ▶ Take 3 minutes to create your list. Be prepared to share.

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Slide 8

**8**

Describe:

Effective communication	Ineffective Communication

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Slide 9

**9**

### Needs

 <p><b>Action or Information</b> Give or Receive Information To cause or prevent action</p>	 <p><b>Respect</b> To Feel Respected</p>	 <p><b>Emotions</b> To vent To avoid discomfort</p>
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Slide 10

When is Communication Effective?

When each person has their needs met in a way that leaves them feeling good enough about:

- Themselves
- All involved
- The process

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Slide 11

How Do We Communicate?

- Verbal** • This is what you are saying.
- Paraverbal** • This is how you say it
- Non-Verbal** • Gestures and body language

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Slide 12

What's the Problem?

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How important are the factors above?

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Distribute 100% between

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Verbal

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Para-Verbal

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Non-Verbal

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Slide 13

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### EPIC FAIL ON THE WAY

*50-50 chance of email being misunderstood*

*90% of the time recipients assume they got the message*

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Slide 15

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### When Words Alone Are Your Image

- ▶ In the absence of facial expressions or tone of voice, interpretation defaults to the negative.
- ▶ Don't use email or IM to avoid a difficult situation.
- ▶ Pick up the phone or visit someone in person/video if email or IM communication becomes tense or strained.

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Slide 16

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Difficult Conversations

What makes conversations "difficult?"

- ▶ Outcomes are important
- ▶ Viewpoints Differ
- ▶ Emotions run high

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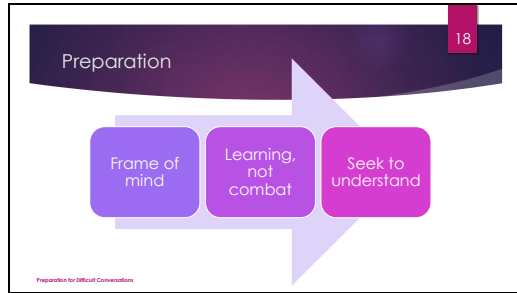
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Slide 18



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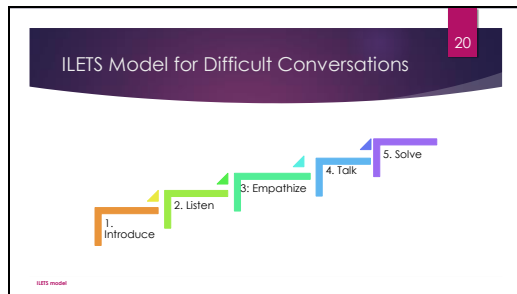
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Slide 20



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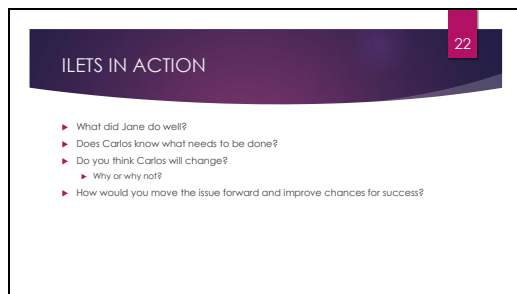
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Slide 22



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Slide 23

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Reminders

Successful Difficult Conversations

- ▶ Allow Sufficient Time for the Conversation
- ▶ Pick a Comfortable Location
- ▶ Use the ILETS model

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Slide 24

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Effective Communication

<i>Use</i> Language that is:	<i>Avoid</i> Language that is:
■ Descriptive	■ Judgmental
■ Focused	■ Global
■ Specific	■ Stereotyped
■ Brief	■ Lengthy
■ Simple	■ Complicated

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Slide 25

What a Difference the I makes



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Slide 26

Using "I" Messages

- Objective description of the behavior
- Effect that the behavior is causing on the speaker
- The speaker's feelings

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Slide 27

The I Message

▶ An "I" message is a statement specifically worded to express your feelings about a particular situation. "I" messages begin with "I", and are an excellent way to share your feelings about particular behaviors – without accusing the other person.

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Slide 28

Use "I" Statements

- ▶ Stick to facts
- ▶ Don't over generalize
- ▶ Start from your perspective rather than attacking
- ▶ State implications of the behavior

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Slide 29

Let's practice writing I Statements 29

Your Message	I Message
You're really messy.	
Your colleague is unpleasant.	
You're always late.	
You didn't do your part.	
You talk too loudly.	
These meeting minutes you wrote were terrible.	

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Slide 30

Communicate with Candor 30

- ▶ "You drive me crazy by being late every time we set up an appointment to meet."
- ▶ I'm finding it really hard to commit to our meetings when you have been at least 30 minutes late the last two times.

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Slide 34

Active Listening 34

- ▶ Show genuine interest.
  - ▶ S.O.F.T.E.N.
- ▶ Use supportive statements
- ▶ Avoid distractions
- ▶ Don't prejudge
- ▶ Listen with empathy
- ▶ Pay attention to non verbal signals

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Slide 35

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### Soften Model for Listening

- ▶ S: Smile
- ▶ O: Open posture
- ▶ F: Forward Lean
- ▶ T: Time
- ▶ E: Eye Contact
- ▶ N: Nod

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