

FORUM 2017: Creating Connections Together



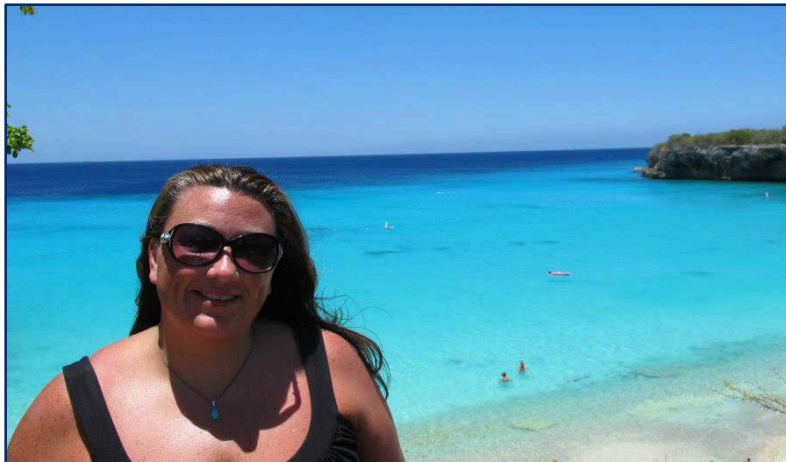
Stop Talking, Start Communicating

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About me





What is communication?



Two people – Shared idea – Sent, received and understood



What is communication?

70% Awake time = communicating

10% Writing

15% Reading

30% Talking

45% Listening

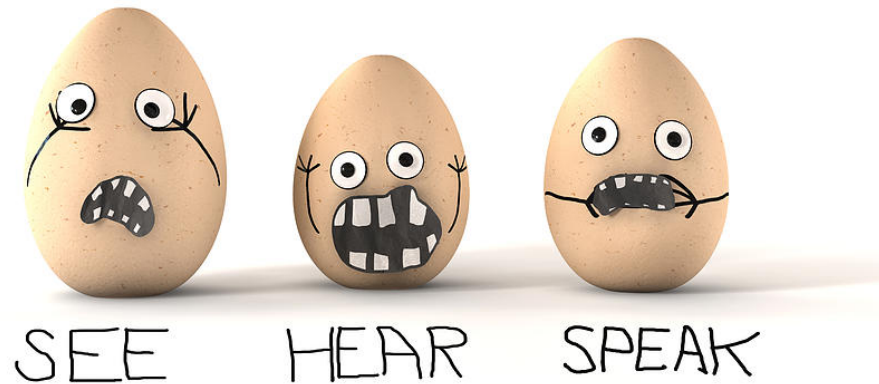


How we communicate

55% Nonverbal

38% Voice inflection

7% Words





Communication styles



Passive



Aggressive



Passive
Aggressive



Assertive

“I don’t
know”

“You decide”

“It doesn’t
mater”

“My way is best”

“That’s a stupid
idea”

“Trust me, I
know what’s
best”

“It’s fine with me,
but others may
get mad”

“Great job. I’m
sure nobody
noticed that
mistake”

“I would appreciate
it if you would...”

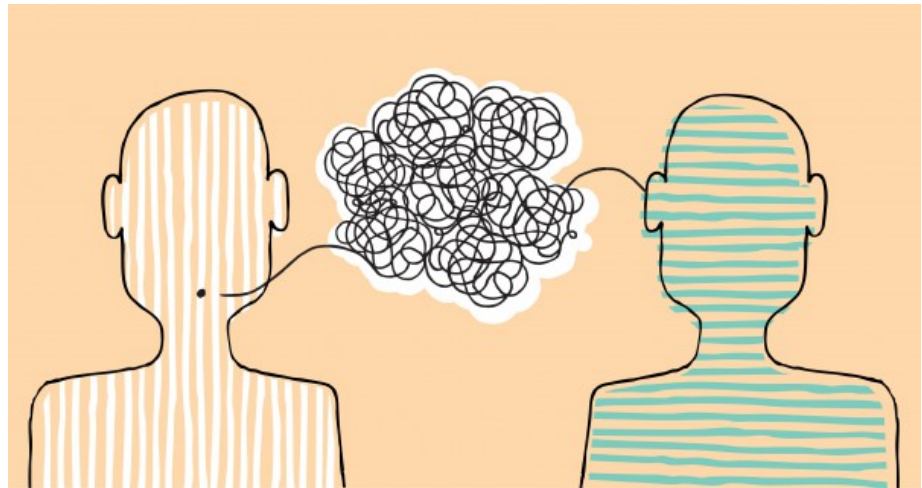
“I hear what you’re
saying”

“How can we work
this out”



Barriers to effective communication

- Communication styles
- Language/accents
- Cultural differences
- Experiences
- Education level
- Level of understanding
- Physical barriers
- Physiological barriers
- Bad listening habits

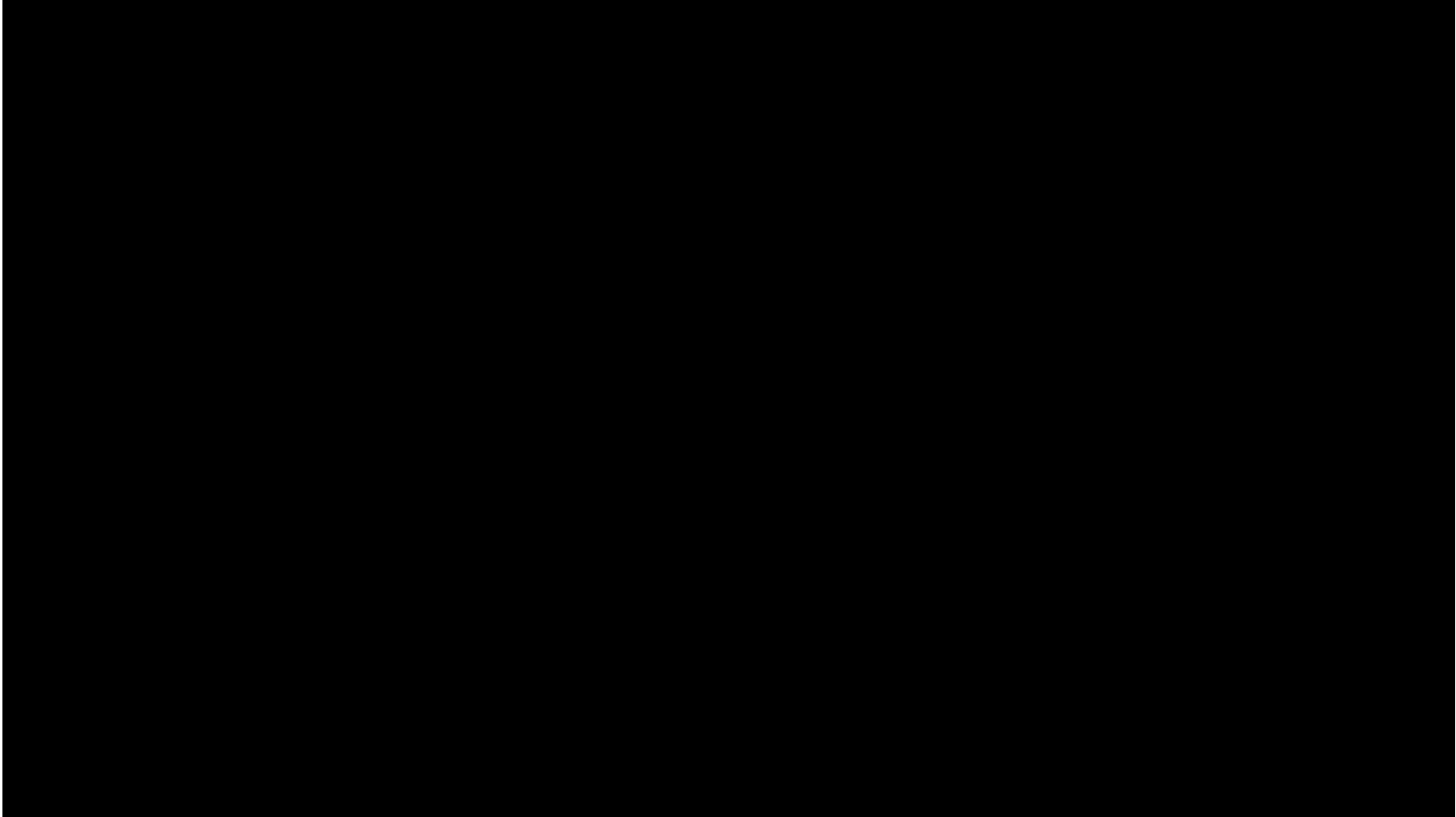




Consequences of poor communication



- Bad contract/deal
- Relationships suffer
- Ineffective
- Best ideas lost



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Listening for communication

“If we were supposed to talk more than we listen, we would have two tongues and one ear.” - Mark Twain

- Stop talking
- Focus on the person speaking
- Put the speaker at ease/show empathy
- Watch for nonverbal cues
- Paraphrase the message to confirm your understanding
- Ask clarifying questions

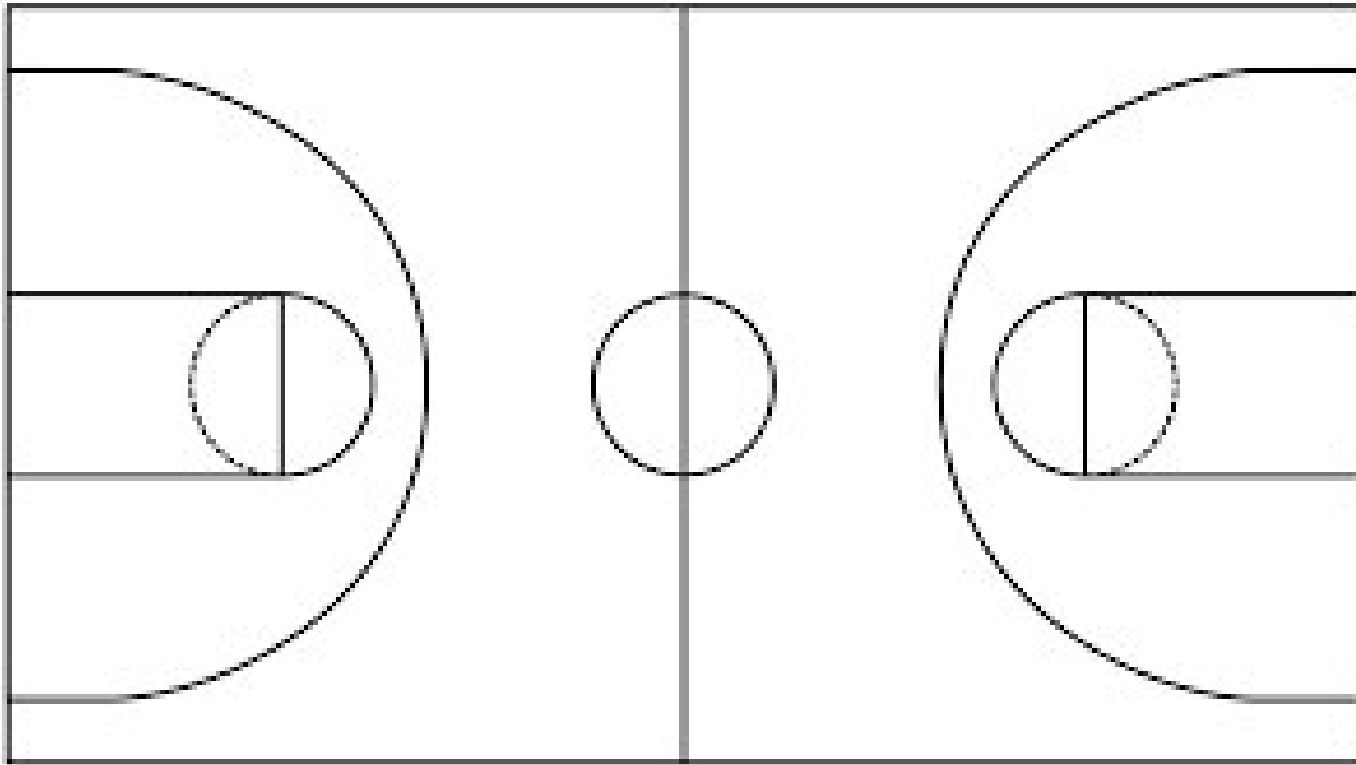




Exercise

Instructions

- Draw a large rectangle
- Draw a line from top to bottom of the rectangle
- Draw a small circle on the line
- Draw a semi-circle at each end
- Inside each semi-circle, draw a small rectangle with a circle at the end







Top 10 Tips for Effective Communication

1. Build the relationship first
2. Set the stage for communication
3. Know what you want to say
4. Tailor your message to your audience
5. Watch your body language and voice inflection
6. Be brief and specific
7. Listen more than you speak
8. Focus on understanding – yours and theirs
9. Avoid fillers
10. Practice!



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Questions?

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