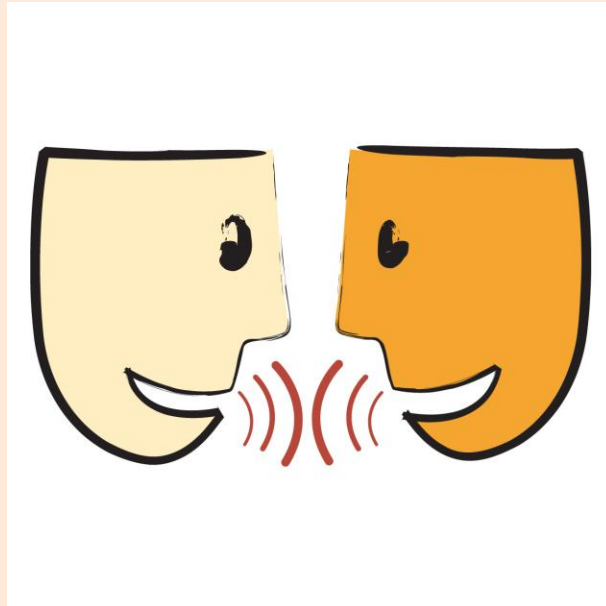


Communicating Better

By: Kyle Sawyer



Why is it Important to Communicate Well?

- “Communication - the human connection - is the key to personal and career success.” **Paul J. Meyer**
- “Communication leads to community, that is, to understanding, intimacy and mutual valuing.” **Rollo May**

Interesting Fact

- Many people complain about automated messages and how they take too long
- But, in many polls it is shown that more Americans prefer computer messages compared to talking to a person.
- The main reason why... people don't know how to communicate properly with others.

Forms of Communication

- Non-Verbal (93%)
 - Examples?



- In a job interview...
 - Words Spoken (7%)
 - Voice Quality (38%)
 - Non-Verbal Communication (55%)

Talking With Others--Tips

- Every gesture is communicating something if you listen with your eyes. --when you've talked long enough, --when someone else wants to speak --the mood of the crowd and their reaction to your remarks.
- Listen to them and you'll be a better leader and speaker.

Paul Ekman

- 6 universally known facial expressions: happiness, sadness, anger, fear, disgust, and surprise



Story Time

- In the registrar's office at a major university a young multinational student walked up to the front desk. He tried to communicate his problem to an older, white female. He gesticulated constantly waving his hands to punctuate his communication. He tried to narrow the distance between himself and the university employee who kept backing away to maintain her level of spatial comfort. By the end of the conversation, the student was chasing her the length of the countertop still gesturing with his hands heatedly. The employee told me later that she had been terrified of the student who was merely trying to tell her that he had already paid the bill he had just received from the university.



Thin-Slicing= First Impressions

- “We thin-slice because we have to, and we come to rely on that ability because there are lots of hidden fists out there, lots of situations where careful attention to the details of a very thin slice, even for no more than a second or two, can tell us an awful lot.” (p.44)
- Thin slice in order to take in a lot of info and react within short time

Active Listening

- Asks questions that probe and focus on understanding and clarifying the meaning.
- Focuses full attention on the words and meaning of the person communicating. Recognition of tone of voice.
- Looks for nonverbal facial expressions and body language.
- Provide the communicator with affirming body language, murmured agreement words, and other sounds and actions that help the person communicating feel heard out.



Quick

- People speak at 100 to 175 words per minute (WPM), but they can listen intelligently at 600 to 800 WPM. Since only a part of our mind is paying attention, it is easy to go into *mind drift* — *thinking about other things while listening to someone. This is not active listening.*
- *If you don't understand what someone said, ask again.*

Communication in Groups/Teams

- It is the chain of understanding that integrates the members of an organization from top to bottom, bottom to top, and side to side. Without it the organization would fall apart.
- Some leaders think they have communicated once they told someone to do something, “I don't know why it did not get done. I told Jim to do it.”
- More than likely, Jim misunderstood the message. A message has NOT been communicated unless it is understood by the receiver (decoded). How do you know it has been properly received? By two-way communication or feedback. This feedback tells the sender that the receiver understood the message, its level of importance, and what must be done with it.



Leadership and Communication

- Leader can't explain how to do something because he doesn't know how to do it (or wouldn't feel comfortable doing it himself)
- Communication is not often enough
- Communication is not happening in a controlled environment
- Members of the group don't feel like they are being heard
 - Respect needed
- People don't ask questions because they don't feel comfortable doing so... make yourself open

Communicating with Adults

- State who you are
- Have purpose in communication
- Get to the point early in conversation
- Defined reason for communication
- Clear and friendly
- Make yourself available to them

Situations

- Have to schedule a time to do a service project at a local park and talk to authorities
- Explain to school principal why students should be able to eat off campus
- Making reservations for a camp site
- Asking for canned foods to go to local shelter
- Getting your teacher to sponsor your club that you created for school
- Selling Christmas Trees to a family

More Tips

- Spend more time listening than talking.
- Do not finish the sentences of others.
- Do not answer questions with questions.
- Are aware of biases. We all have them. We need to control them.
- Never daydreams or become preoccupied with their own thoughts when others talk.
- Let the other speakers talk.
- Plan responses after the others have finished speaking, NOT while they are speaking.
- Provide feedback, but do not interrupt incessantly.
- Analyze by looking at all the relevant factors and asking open-ended questions. Walk others through by summarizing.
- Keep conversations on what others say, NOT on what interests them.
- Take brief notes. This forces them to concentrate on what is being said.

Get It Together

- **This game builds your team's descriptive, listening and voice-recognition skills and helps develop trust amid confusion. Divide your group into pairs. One person in each pair should be blindfolded. It is the job of the blindfolded person to retrieve specific items from the center of the circle based on the cues given by his partner. This exercise seems simple enough when it starts, but it becomes more complicated as more blindfolded people enter the circle and begin trying to find items. At the end, discuss the methods people used to tune out others' noise and confusion and focus on working as a team.**

Charades

- No talking...only non-verbal communication
- I will hand out cards to each team
- Switch person who is acting
- First team to 6 wins
 - Prizes will be awarded

Ideas Discussed

- Importance of Nonverbal communication
- Thin-Slicing
- Active Listening
- Communication in teams
- Communication to adults

El Fin



“The single biggest problem with communication is the illusion that it has taken place.” — [George Bernard Shaw](#)