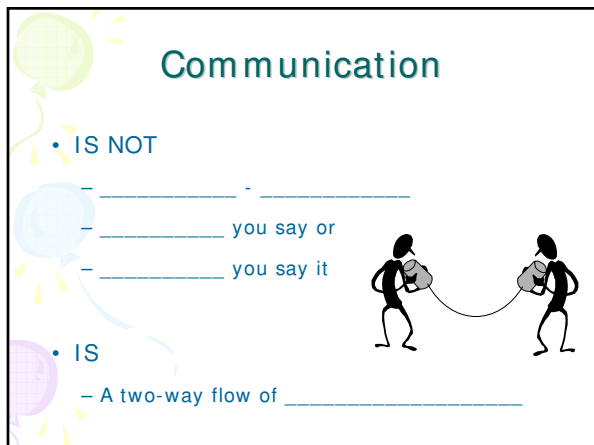




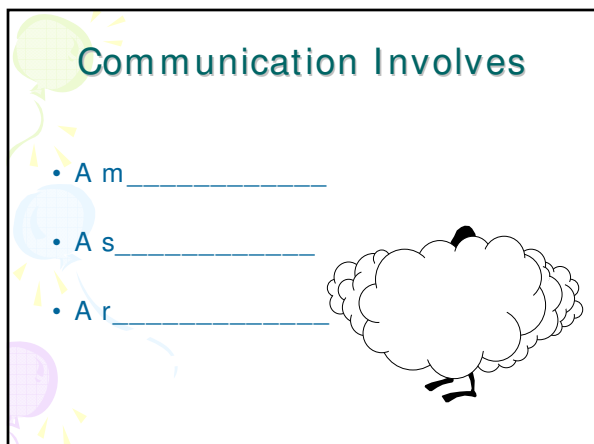
Interpersonal Communication Skills

Minimize _____ and
build
_____ in a team-oriented workplace.



Communication

- IS NOT
 - _____ - _____
 - _____ you say or
 - _____ you say it
- IS
 - A two-way flow of _____



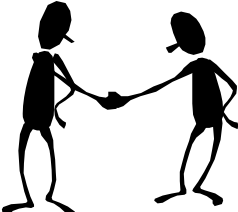
Communication Involves

- A m _____
- A s _____
- A r _____

Getting Started

Handshake

- Palm to the side
- Meet web to web
- Eye contact
- Smile
- Thought projection



Small Talk

Observe, then comment, considering:

- Resources
- Ideas
- Skills
- Experiences
- Talents
- Enthusiasms
- Hobbies
- Passions




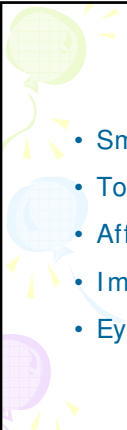
Memory

I _____

R _____


A _____

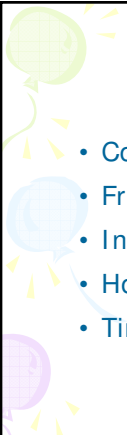




Body Language

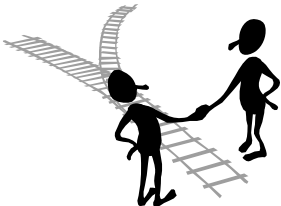
- Smile
- Touch
- Affirmative Head Nods
- Immediacy Behaviors
- Eye Behavior






Networking


- Confident
- Friendly
- Interested
- Hosting
- Timing





Perceptual Differences


- Backgrounds
- Experiences
- Interpretations
- Emotions
- Prejudices



Gaining Understanding


- Be specific
- Avoid labeling
- Repeat instructions
- Personally observe
- Determine timing
- Account for biases

Shared experiences help overcome differences in perception.




Checking Perceptions

- State your observation
- State your interpretation
- ASK
 - For verification / clarification



Communication Styles

- Sequential (Logic)
- Concrete (Hands-On)
- Abstract (Research)
- Random (Intuition)



Communication Styles

- **Mr. / Ms. Fix-It**
Concrete Sequential
 - Focuses on ideas & tasks
 - Thinks methodically & predictably
 - Doesn't adjust easily to change

Prefers learning from hands-on experience, logically organized, using the five senses to absorb information.



Communication Styles

- **Utilitarian**
Abstract Sequential
 - Relies on logical, impersonal analysis & systematic planning
 - Creates theoretical models from wide range of information
 - Slow to decide
 - Less concerned with people than with ideas

Prefers learning from logical presentation of ideas.



Communication Styles

- **Explorer**
Concrete Random
 - Relies on experience-based information
 - Finds practical uses for ideas and theories
 - Bases decisions on finding solutions
 - Quick to decide
 - Risk taker / Thrives on change
 - Relies more on people than technical analysis for information

Prefers learning from trial and error.



Communication Styles


- Free Thinker
 - Abstract Random
 - Forms opinions from feelings
 - Views experiences from different perspectives
 - Thinks intuitively, does not rely on logic
 - Balks at structure
 - Great brainstormer / Likes to generate new ideas

Prefers learning from lots of free-form ideas.



Listening Obstacles

- Speaking / listening rate gaps
- Physical distractions
- Emotional deafness
- Boredom & disinterest
- Lack of concentration




Listening

- Use empathy
- Listen for total meaning
- Suspend judgment
- Tolerate silence
- Ask questions
- Take notes



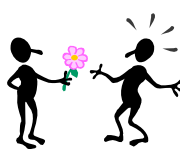
Persuasive Words



- You
- Guarantee
- Money
- Love
- Save
- Discovery

- New
- Results
- Easy
- Health
- Free
- Proven

Verbal Buffers




- Use people's names
- Say "no" positively
- Ease confrontations
- Convey urgency
- Reflect perspectives

Powerful Voice

Turnoffs

- Apathy
- Rushed
- Irritation
- Phoniness
- Hesitation




Delivery

- Tone
- Articulation
- Pitch
- Volume
- Projection
- Rhythm
- Pace


Giving Feedback

- Distinguish between perception and fact
- Focus on specific, observable behavior
- Focus on probable outcome or possible improvements
- Avoid loaded terms
- Deal with emotions first
- Focus on value to receiver
- Give an amount receiver can use
- Share ideas and information



Receiving Feedback

- Listen carefully
- Mentally note disagreements without getting defensive
- Check perceptions by paraphrasing
- Ask for clarification
- Evaluate what you've heard
- Gather additional information from other sources
- Act on feedback as appropriate

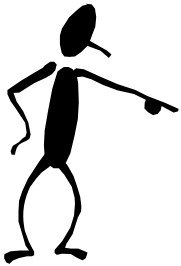


Giving Negative Feedback

- Schedule Time / Privacy
- Be direct, not brutal


– Expect

- ACCEPTANCE
- DENIAL
- IGNORANCE
- ANGER
- DEFENSIVENESS




Receiving Negative Feedback

- Buy Time
- Confront head-on
- Sidestep the issue



Coaching Effectively

- “Front-load” the why
- Match verbal & non-verbal cues
- Be clear / concise




Disagree Agreeably

- Respect others
- Listen & support first
- Ask questions
- Be specific & constructive
- Disagree non-judgmentally
- Offer another solution



Leading A Meeting

- Be honest about why you want a meeting
- Stay focused
- Facilitate discussion
- Increase participation
- Get the groups’ attention
- Refocus discussion to results
- Handle egos and conflict




Participating In A Meeting

- Be prepared (and on time)
- Look confident & interested
- Don’t monopolize discussion
- Speak up
- Ask questions
- Sit in a powerful place
- Don’t get defensive




Minimize Mistakes

- Give “just the facts”
- Tell who was involved
(without finger-pointing)
- Admit responsibility
- Tell who needs to know
- Tell how the problem was fixed
- Have a plan to prevent future mistakes



Written Communications

- Use empathy
- Listen for total meaning Suspend judgment
- Tolerate silence
- Ask questions
- Take notes



Get The Message

- Listen with understanding
- Agree on definitions
- Determine actions necessary
- Explore possibilities
- Focus on issues