

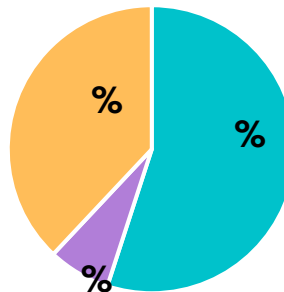
Communicating for Success the Old Fashion Way

Introduction: Think of a time when you were at your best as a communicator with a coworker, patron, or boss. What did you do or say? Share answers as instructed.

Communication Challenges



Three Components of Communication



Verbal
Tone
Nonverbal

Effective Interactions Begin With YOU...

1. Check _____
 - Do you have a minute?
 - Is this a good time?
 - “Name”, I could really use your input on something important.
2. State _____
 - Focus on the purpose of the conversation
 - Address the key points you want to get across
3. Watch _____
 - Facial expressions, body gestures, eye movement, tone
4. Confirm _____
 - What are your thoughts about what I just said?
 - Please tell me what you’re thinking.
 - What questions do you have for me?

What Verbal Behaviors Push Your Buttons?

What words or phrases do you hear at work that push your buttons?

Five Words to Avoid Using
During Conversations

- 1.
- 2.
- 3.
- 4.
- 5.

Manage YOUR Bubble...

1. _____ – think, do not react, check your emotions
2. _____ – see speaker's perspective
3. _____ – question speaker to clarify
4. _____ – reply assertively with effective verbal/nonverbal language and proper tone

Rephrasing Your “Bubble”

1. Coworker: “To be honest, I don’t think that’s part of my job and I shouldn’t have to do it.”

YOUR Positive Response:

2. Coworker: “It’s not my fault that you think I have an attitude. That’s your perception. I don’t.”

YOUR Positive Response:

3. Customer: I pay enough taxes. Why do I have to also pay to use a pavilion for my kid’s birthday party?

YOUR Positive Response:

4. Boss: “Not sure what you were thinking but you need to do better next time.”

YOUR Positive Response:

5. Employee/Coworker: “You are unapproachable, and I don’t feel comfortable talking to you.”

YOUR Positive Response:

What Nonverbal Behaviors Push Your Buttons?

What nonverbal actions or behaviors do you see people at work doing that push your buttons?

Five Nonverbal Behaviors
to Avoid Using During
Conversations

- 1.
- 2.
- 3.
- 4.
- 5.

Interpreting Nonverbal Communication...

Receiver's Behavior...	Speaker's Interpretation...
1. Fake smile	
2. Steady stare	
3. Hands on hips	
4. Shrugs shoulders	
5. Nods head up and down	
6. Slowly blinks and/or rolls eyes	
7. Fidgeting, tapping legs or fingers	
8. Pointing the index finger at speaker	
9. Texts during a meeting/conversation	
10. Makes passive-aggressive expression (i.e. smirk)	

Mastering Assertiveness

The 3 Step Process	Lead in...
1. _____ describe specific behavior Example: <i>When you come to my desk and ask me questions while I'm talking on the phone...</i>	When you...
2. Specifically describe _____ of the behavior Example: <i>...I get distracted and it's difficult for me to focus on the caller's needs.</i>	I get/I feel...
3. State specifically what you _____ Example: <i>I would appreciate if you could wait until you see me finish the call to ask me questions.</i>	I would appreciate/prefer...

Practicing Assertiveness

Use the assertiveness 3 Step Process described above to record your actions or statements below. Remember to watch your nonverbal behavior as well.

- WHAT IF...** *You do not want to work with a co-worker due to previous conflicts and need to tell your supervisor.*
- WHAT IF...** *Your supervisor is asking for you to take on additional responsibilities and you are already overloaded (S/he says it is only temporary)*
- WHAT IF...** *You need to meet with your supervisor to discuss a high priority due the next day. S/he says they are too busy and will touch base later. Later never happens.*
- WHAT IF...** *Co-worker went to your boss about something s/he was not happy that you did.*
- WHAT IF...** *You "stretched" policy (or made a mistake) and would like your supervisor to back you up.*
- WHAT IF... DISCUSS YOUR OWN WORK SITUATION**

Observation Worksheet #1

Behaviors Demonstrated	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Did the Parks and Rec employee check for receiver readiness? Comments:		
Did the Parks and Rec employee state the message clearly? Comments:		
What nonverbal signals were displayed? Comments:		
What did the Parks and Rec employee say or do to check for understanding? Comments:		

Observation Worksheet #2

Behaviors Demonstrated	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Did the Parks and Rec employee check for receiver readiness? Comments:		
Did the Parks and Rec employee state the message clearly? Comments:		
What nonverbal signals were displayed? Comments:		
What did the Parks and Rec employee say or do to check for understanding? Comments:		