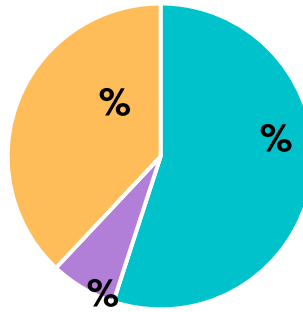


# Communicating for Success the Old Fashion Way

List your workplace communication challenges (i.e. difficult park guest).	List your communication strengths that help you when experiencing these challenges.

## Three Components of Communication




Verbal  
Tone  
Nonverbal

## Effective Communication Begins 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 \_\_\_\_\_
  - Be concise and stay on point
  - Provide specific language, timeframes, and deadlines
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?

List WORDS or PHRASES that push your buttons at work.	Five WORDS to Avoid...	
	Do not say...	Instead use...
	1.	
	2.	
	3.	
	4.	
	5.	

## Manage YOUR Bubble...

1. \_\_\_\_\_ – do not react, check emotions – your response determines the direction of the interaction
2. \_\_\_\_\_ – do not give power to derogatory comments
3. \_\_\_\_\_ – ask for clarification or explanation
4. \_\_\_\_\_ – assertively use positive verbal & nonverbal behaviors; remember tone & delivery matters

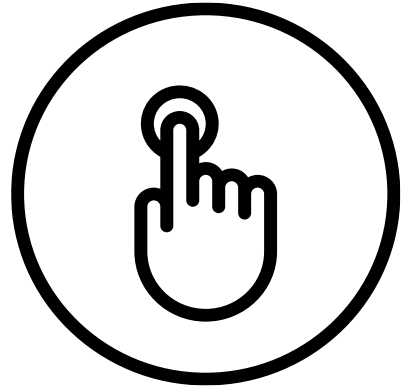


# Managing Your Bubble

<b>1. Comment: "You DO realize I pay your salary right? You work for ME."</b>
Managing YOUR bubble response:
<b>2. Comment: "Really?! We are seriously going to have to add THAT to our jobs now too?"</b>
Managing YOUR bubble response:
<b>3. Comment: "You always have an attitude when I need to ask you about something."</b>
Managing YOUR bubble response:
<b>4. Comment: "But that's not how I did it before YOU were my supervisor."</b>
Managing YOUR bubble response:
<b>5. Comment: "Do any of you Parks and Rec people know how to do your jobs?"</b>
Managing YOUR bubble response:
<b>6. Comment: "Well Commissioner Smith is my neighbor. I guess I'll just have to run this by him and see what he thinks about what you just told me."</b>
Managing YOUR bubble response:
<b>7. Comment: "Don't tell me about park policy. I know exceptions are made."</b>
Managing YOUR bubble response:
<b>8. Comment: "You're not my supervisor so I don't appreciate you telling me what to do."</b>
Managing YOUR bubble response:
<b>9. Comment: "I don't agree with you but whatever."</b>
Managing YOUR bubble response:
<b>10. Comment: "To be honest, I really don't think that's part of my job and I shouldn't have to do it."</b>
Managing YOUR bubble response:

## What Nonverbal Behaviors Push Your Buttons?

List NONVERBAL BEHAVIORS that push your buttons at work.



### Interpreting Nonverbal Communication...

Nonverbal Behavior...	<u>YOUR</u> Interpretation...
1. Smirk	
2. Eye roll/slow blink	
3. Fake smile	
4. Steady stare	
5. Crossed arms	
6. Hands on hips	
7. Shoulder shrug	
8. Holding up palm of hand	
9. Pointing finger	
10. Walking away during a conversation	

## Communication Style Inventory

AREA	I	II	III	IV
Interests	status quo	making good impression	figures/facts	results
Personality	easy going	outgoing	distant	dominating
Eye contact	tentative	warm	glancing	piercing
Gestures	reserved	open	closed	impatient
Communication	practical	expressive	controlled	direct
Voice	unemotional	animated	reserved	sharp
Attitude	non-aggressive	trusting	critical	confident
Talking	about current need	about experiences	about details	about results
Key Characteristics	people-oriented	people-oriented	task-oriented	task-oriented
	lower energy	higher energy	lower energy	higher energy
Responsiveness	controlled	extrovert	introvert	short/quick answers
Concerns	dependability/cost	color/style	technical/details	quality/profit
Fears	change	confrontation	criticism	loss of control
Goals	steadiness	good relationships	being right	success
Pace	low energy/moderate	high energy/enthusiasm	low energy/control	high energy/fast
Decision-making	indecisive	impulsive	methodical	decisive
Dress	traditional	stylish	conservative	formal
Personal Style	functional	sporty	appropriate	impressive
Weakness	lack of intensity	organization	people skills	dictatorial
Strength	flexibility	relationships	analysis	gets things done
<b>TOTALS</b>				



## Communication Styles

<b>COLUMN 1:</b> _____ Can't we all just _____ ?		
<b>Style PROS:</b>	<b>Why misunderstood?</b>	<b>One BIT of advice...</b>
<ul style="list-style-type: none"> <li>• Patient</li> <li>• Supportive</li> <li>• Empathetic</li> <li>• Great listener</li> <li>• Team player</li> </ul>		
<b>COLUMN 2:</b> _____ Can't we all just _____ ?		
<b>Style PROS:</b>	<b>Why misunderstood?</b>	<b>One BIT of advice...</b>
<ul style="list-style-type: none"> <li>• Creative</li> <li>• Outgoing</li> <li>• Motivating</li> <li>• Enthusiastic</li> <li>• Influential/Persuasive</li> </ul>		
<b>COLUMN 3:</b> _____ Can't we all just _____ ?		
<b>Style PROS:</b>	<b>Why misunderstood?</b>	<b>One BIT of advice...</b>
<ul style="list-style-type: none"> <li>• Detail-oriented</li> <li>• Reserved, cautious</li> <li>• Tactful, diplomatic</li> <li>• Shares facts &amp; data</li> <li>• Follows directions &amp; policies</li> </ul>		
<b>COLUMN 4:</b> _____ Can't we all just _____ ?		
<b>Style PROS:</b>	<b>Why misunderstood?</b>	<b>One BIT of advice...</b>
<ul style="list-style-type: none"> <li>• Decisive</li> <li>• Determined</li> <li>• Strong leader</li> <li>• Results focused</li> <li>• Direct, assertive</li> </ul>		



## Mastering Assertiveness: The 3 Step Process

STEPS...	Lead in...
1. _____ describe specific behavior <b>Example:</b> “When you ask me questions while I’m talking on the phone...”	When you...
2. Specifically describe _____ of the behavior <b>Example:</b> ...”I get distracted and it’s difficult for me to focus on the caller’s needs.”	I get/I feel...
3. State specifically what _____ <b>Example:</b> “It would really help if you could wait until you see me finish the call to ask me questions.”	It would help if/I prefer...

## Practicing Assertiveness

Working in trios you will apply the assertiveness **3 STEP PROCESS** to one of the scenarios of your choice below. Remember to also use the additional skills learned today and especially watch your nonverbal behavior when being assertive.

1. **WHAT IF...** Your supervisor is asking for you to take on additional responsibilities and you’re already overloaded.
2. **WHAT IF...** You need to meet with your supervisor to get more information regarding a high priority task due the next day. S/he says they are too busy and will touch base later. Later never happens.
3. **WHAT IF...** Co-worker complained to your boss about something you did and you want to address the situation with your co-worker.
4. **WHAT IF...** You don’t understand why your supervisor didn’t “have your back” with an unruly park guest. After all, you were just following policy.
5. **WHAT IF... DISCUSS YOUR OWN WORK SITUATION**



# Observer Form

Behaviors Demonstrated	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Did the Parks and Rec employee <u>check for receiver readiness</u> ? <b>Comments:</b>		
Did the Parks and Rec employee <u>describe the specific behavior clearly</u> ? <b>Comments:</b>		
Did the Parks and Rec employee <u>specifically describe the effects</u> of the behavior? <b>Comments:</b>		
Did the Parks and Rec employee <u>state specifically what s/he needed or wanted</u> ? <b>Comments:</b>		
What did the Parks and Rec employee say or do to <u>check for understanding</u> ? <b>Comments:</b>		