

Do you hear what I hear?

NNECERAPPA Fall 2011 Conference

Bates College

October 21, 2011



Course Objectives

- Understand varieties of communication
- Understand barriers to effective communication
- Recognize how to improve your own communication techniques

SNL Skit:The person in charge of a nuclear reactor tells his underlings he has just one thing to say to them before leaving and that it is very important:

“You can’t have too much water in a nuclear reactor!”

Any problem, big or small, always seems to start with bad communication.



Communication Defined

- *Communication* is the activity of conveying meaningful information. Communication requires a sender, a message, and an intended recipient, although the receiver need not be present or aware of the sender's intent to communicate at the time of communication; thus communication can occur across vast distances in time and space. Communication requires that the communicating parties share an area of communicative commonality. The communication process is complete once the receiver has understood the sender. -*Wikipedia*

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Meaningful Information



- *First* – ask your self if this is something that needs to be communicated
 - We are being bombarded with information
 - Make sure it is relevant information to your audience
- *Next* – How should it be communicated
 - A note, in person, voice mail, email, memo, letter, combination, etc.

Intended Recipient

- *Who* – all employees, a department, an individual
 - Send your message to the smallest relevant audience
- *Tip* – Never write an email about someone that you would not want them to see

Share an area of communicative commonality

- Will the audience understand your message?

IMPORTANT NOTICE!

Due to the recent barrier for hospitals to access ACM data from the NHCQF, the Maine Health Management Coalition Foundation Board decided today to delay the posting of the data and commence the 10-day review and ACM reporting on www.getbettermaine.org only after the QIO data is available to hospitals. The ACM ratings from the notice that was electronically sent on 10/3/11 (see below) **WILL NOT** be posted on 10/17/2011. More details to follow in the near future.

Thank you for sharing this notice to all appropriate parties.

Keep it Simple – Avoid Jargon

- Can you interpret these famous sayings?

“In the absence of the feline race, certain small rodents will give themselves up to various pleasurable pastimes”

“A condition characterized by tardiness is more desirable than one that is systematically marked by eternal absenteeism”

“A warm-blooded vertebrate of the class avis grasped in the terminal prehensile portion of the upper limb of the human body is equal in value to one plus one of the aforementioned vertebrates in a scrub”

.....Receiver has understood the Sender

- How do you know your message was understood if the communication vehicle was a....
 - In person meeting
 - Voicemail
 - Email
 - Memo
- When in doubt - follow up

Non-verbal Communication

- Make sure your message matches your non-verbal communication
- If there is a mismatch most people will believe the non-verbal communication over the verbal communication

Impact of non-verbal communication on your message

- There are three major parts in human face to face communication which are body language, voice tonality, and words. According to the research:
- 55% of impact is determined by body language—postures, gestures, and eye contact,
- 38% by the tone of voice, and
- 7% by the content or the words used in the communication process.

Interpret This

- Making direct eye contact
- Avoiding direct eye contact
- Feet tapping
- Nodding your head
- Placing your hands on your hips
- Slumped posture
- Smile

Emphasis is Everything

- How may I help you?
- You should try the new software.
- If you get us the information, we will be able to complete the project.
- I don't think we can meet the deadline.
- Will you please run this report?



"This concludes my lecture on non-verbal communication. Any comments or questions?"

Barriers to Effective Communication



- Assumptions
 - ❑ Focusing on intentions – we often mistake action for intention
 - ❑ Thinking you know best – we have already made a decision about how some will react or behave
 - ❑ Stereotyping – assuming everyone from a particular group behaves the same

Being Aware

- Deal with each person as an individual
- Listen first – check your understanding
- Avoid generalizations
- Communicate first, act second – check with people first before you take action
- Make the safest assumption – that they mean well!

Emotional Filters

- Four factors govern your immediate filter
 - Your expectations about the topic, speaker or situation
 - Your relationship with the speaker
 - Your present personal situation
 - Your emotions prior to the communication

Emotional Filters

- Be aware of how your emotions can influence your understanding and communication

Example Video

Techniques for Improving your Communication

- Be aware of the effect of your emotional state on your ability to communicate
- Practice active listening
- Practice reviewing your communication techniques

Three Stages of Listening

- Receiving
 - Seeing
 - Hearing
- Processing
 - Analyzing
 - Evaluating
- Responding
 - Verbal and non-verbal acknowledgement from received

Barriers to Listening

- Identifier Mode - “me too!”
- Defensive Mode - interrupt and defend
- Encyclopedia Mode - correct what is said
- Interrogator Mode - grill them with questions
- Diagnostic Mode – psychoanalyze
- Joker Mode – “funny” side comments
- Advice Mode – jump to solutions

Active Listening

- **A**- Ask open questions – avoid just asking “why” which can put people on the defensive
- **C** – Concentrate – focus on the other person using eye contact and open posture
- **T** – Total it up – summarize your understanding
- **I** – Identify non verbals – do tone and body language match the message
- **V** – Verify – repeat what you understand they said
- **E** – Empathize – Acknowledge their feelings

The Impact of Listening

- When someone really listens, you feel:
 - Respected
 - Cared for
 - That you have gained rapport
 - Rewarded
 - Satisfied
 - Sense of achievement

Ask Yourself.....

- Am I taking full responsibility for my message being heard by the other person?
- Did I respect the other person's point of view?
- Did the other person feel heard and understood?
- If I was making a request, was the request clear?
- Am I speaking in a way the other person can understand?

Ask Yourself.....

- Am I checking to see if the conversation worked/was successful?
- Was I communicating openly, without prejudices, expectations and judgment? (Was I focused on having to be right, or have my point of view be accepted?)
- Did I give the person the gift of my listening?
- If the outcome of the conversation did not meet my expectations, did I learn what I could improve upon to better communicate with that particular person?

Communication is a skill that you can learn. It's like riding a bicycle or typing.

If you're willing to work at it, you can improve the quality of every part of your life.