

Communication Skills

Finding Your Voice at Work and in Life

*BRINGING MINNESOTA NICE TO LIFE THROUGH
UNDERSTANDING STYLES AND USING COURAGEOUS CONVERSATIONS*

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PANDA

Minnesota Adult Basic Education Disability Specialists



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WELCOME MESSAGE

PANDA MISSION

Providing Minnesota Adult Basic Education programs with disability support, knowledge and resources to increase academic opportunities for students.

About this site:

We have recently given our site a new, more user friendly design. We hope you like it!

Welcome to the Adult Basic Education (ABE) fully-accessible disability website. This website was designed for ABE programs and teachers and is supported by the PANDA Grant, a supplemental services grant through the State of Minnesota, Department of Adult Basic Education.

In the right column, there are specific disability chapters listed, as well as topics relating to students with disabilities. The chapters are written by ABE professionals and disability specialists. Each chapter includes an overview of the disability, identification and diagnosis, classroom challenges, instructional strategies, English Language Learner (ELL) applications, resources and website links.



DISABILITY CHAPTERS

- Adult Learner Intervention
- Attention Deficit Hyperactivity Disorder (ADHD)
- Assistive Technology
- Brain Injury
- Chemical Health
- Disability Awareness and The Law
- Epilepsy
- Fetal Alcohol Spectrum Disorders (FASD)
- Hearing Loss and Deafness
- Specific Learning Disabilities (SLD)
- Mental Health
- Physical Disabilities
- Student Progress Policy
- Testing Accommodations
- Transitions
- Vision Loss and Blindness
- Working with Volunteers

<http://mn.abedisabilities.org>

What do you want or need
out of this session?

Learning Objectives

- Through a quick assessment, uncover your behavioral and communication style
- Understand the power of adaptability
- Learn strategies and skills leveraging this understanding
- Identify a communication challenge you are now facing and what you are going to change to better address it



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Your Challenge



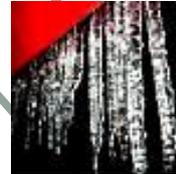
Today

Assessment – What’s Your Style?

Communication Review Including Active Listening

Strategies by Style

Minnesota Nice or Minnesota Ice



Go back to your challenge:
How can you move your obstacle?



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Begin with the end in mind....

What is one communication challenge in your life today, that if you addressed it, would be important to you?



**KEEP
CALM
AND
STAND UP FOR
YOURSELF**

A Mini-Assessment

Which describes you better?

Are you more fast-paced, dynamic, assertive and bold?



If this, consider yourself
ACTIVE

OR

Are you more moderate-paced, calm, methodical or careful?



If this, consider yourself
THOUGHTFUL

A Mini-Assessment

Which describes you better?

Are you more logic-focused, skeptical, objective and challenging?



If this, consider yourself
QUESTIONING

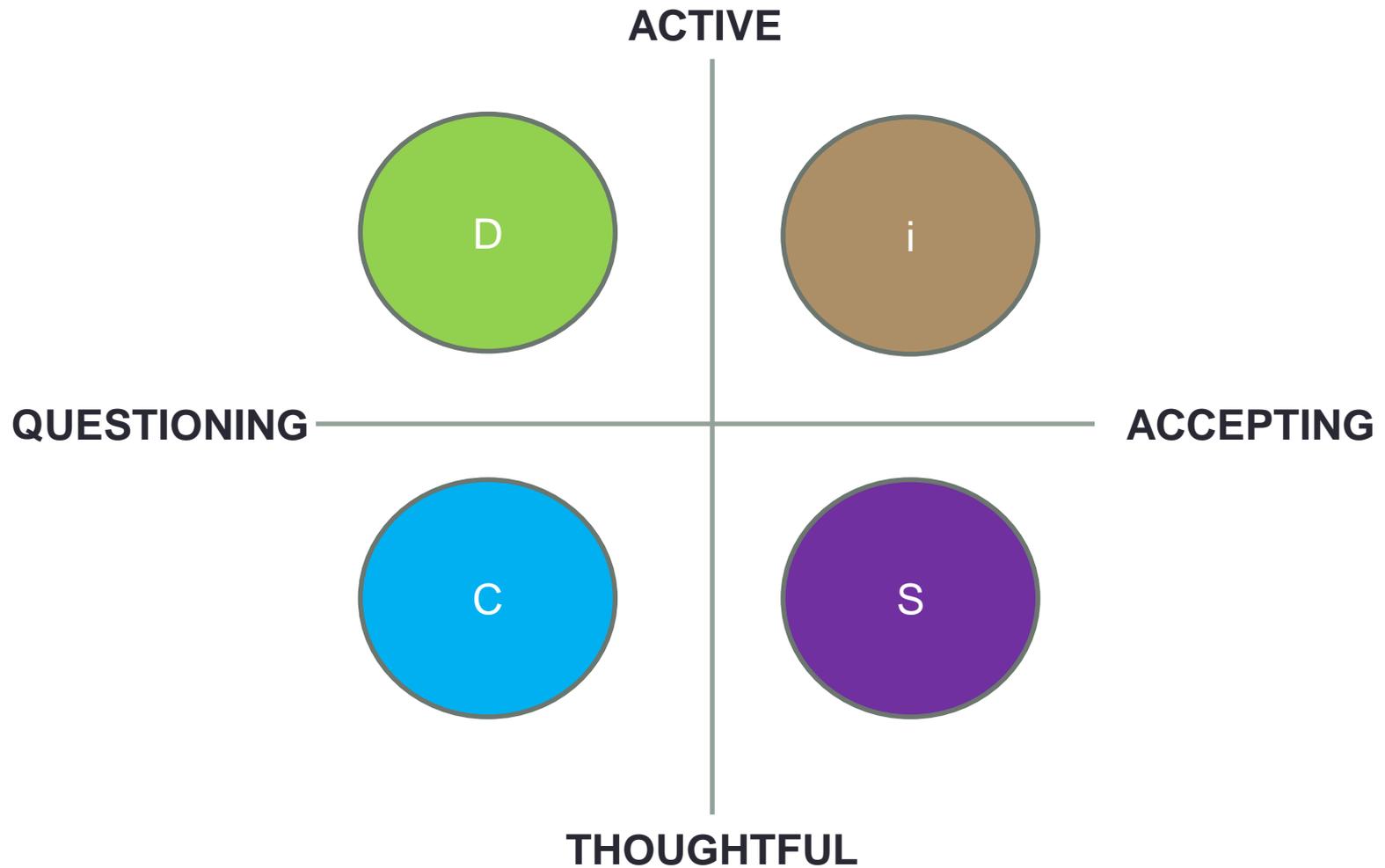
OR

Are you more people-focused, receptive, empathizing and agreeable?

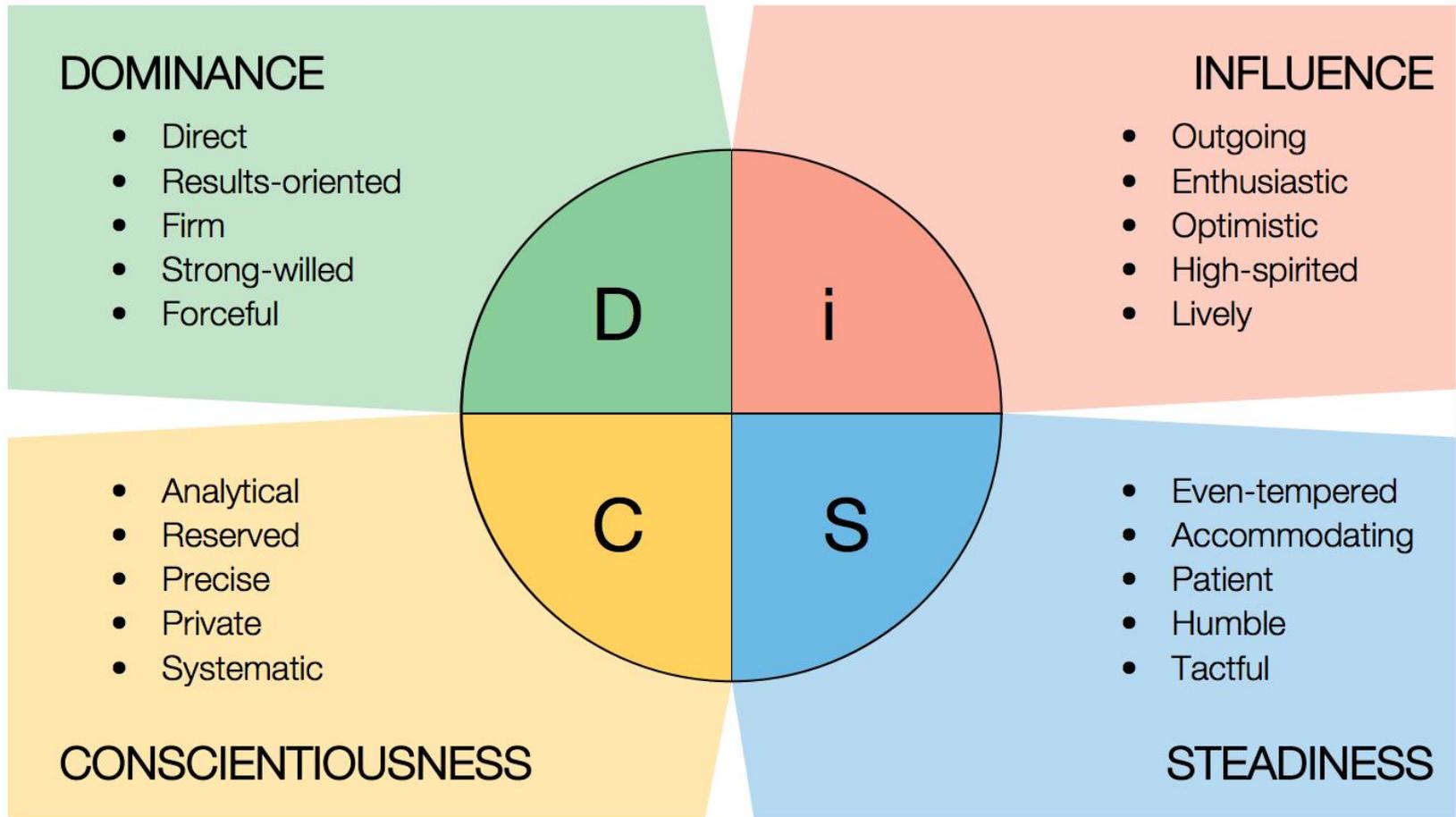


If this, consider yourself
ACCEPTING

Find Your Quadrant



Find Your Style



More About Your Style

D- Dominance

“Results-oriented”

1. Decisive
2. Direct
3. Assertive
4. Independent
5. Expect candor

i- influencing

“People-oriented”

1. Sells ideas
2. Friendly
3. Entertaining
4. Optimistic
5. Outgoing

C- Conscientious

“Detail-oriented”

1. Accurate
2. Finishes Details
3. Cautious
4. Systematic
5. Analytical

S-Steadiness

“Process-oriented”

1. Objective
2. Consistent
3. Controlled
4. Done-Right
5. Good listener

Why We Communicate

- to persuade
- to make or maintain relationships
- to share or receive information

Communication is done with any combination of spoken words, written text, nonverbal sounds, physical gestures and facial expression.

How We Communicate

Verbal

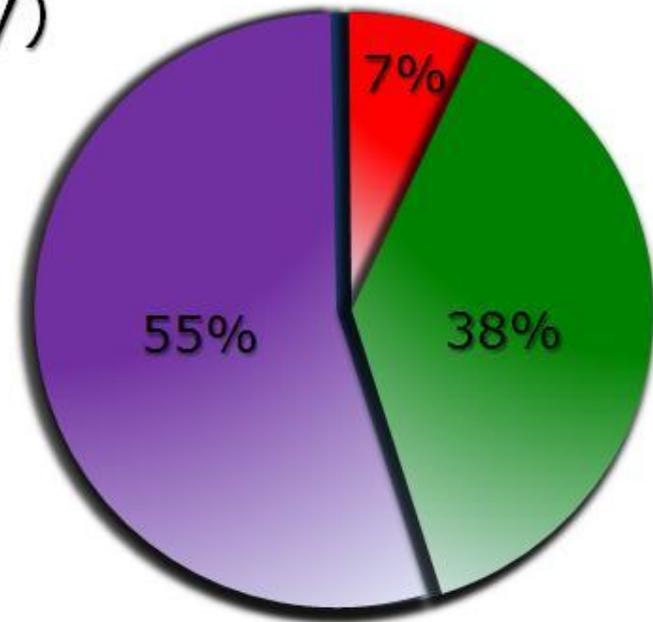
Words – (What we say)

Para-verbal

Tone (How we say it)

Non-verbal

Our Expressions and actions



A Word About Being Human

We humans have...

- Negativity bias
- Confirmation bias
- And so many more

We humans also have a tendency to make fundamental attribution errors.

We place an undue emphasis on internal characteristics of the agent (character or intention), rather than external factors, in explaining another person's behavior in a given situation.

Obstacles to Communication



The **biggest communication problem** is

...we do not listen to understand. We listen to reply.

Stephen R. Covey

A Little More About Listening

Skills

- Paraphrasing
- Attending
 - Eye contact
 - Posture
 - Face the person
 - Open your posture
 - Lean towards the person
 - Keep eye contact but not unrelenting
 - Relax and engage
 - Gesture
- Clarifying
- Perception Checking
- Summarizing
- Empathizing



Three Levels of Listening

Level I: Internal Listening (where we mostly live)

- Attention is on ourselves – on the sound of our inner voice
- Listening to own thoughts, opinions, judgments, feelings

Level II: Focused Listening (feels different and people notice)

- Attention is a sharp focus on the other person
- Listening for words, emotions, expression, what they don't say

Level III: Global Listening (broad consciousness)

- Listening with 360 degree awareness
- Incorporates internal and external

"High Power" body language (top row)
vs.
"Low Power" body language (bottom row)

(Images courtesy of Amy Cuddy, Harvard University)



Creating a Life of Purposeful Activation



Knowledge + Skills + Confidence = Activation

Education

Triggers

Vulnerabilities

Foresight

(anticipatory insight,
proactiveness)

Toolbox

...the wisdom to know
which one to use

Mindfulness

⇒ Meditation

⇒ Walking

⇒ Eating

Mind/Body

⇒ Yoga

⇒ Exercise

Healthy Avoidance

Cognitive Awareness

⇒ Unhelpful thinking

⇒ Distortions

⇒ Defaults/habits

Social

⇒ Connection/
community touch-
points

Practice

Practice

Practice

⇒ Start small and
build.

⇒ Get out of your
head and JUST DO
IT. (feel your re-
sistance and step
into it...it's just
resistance :))

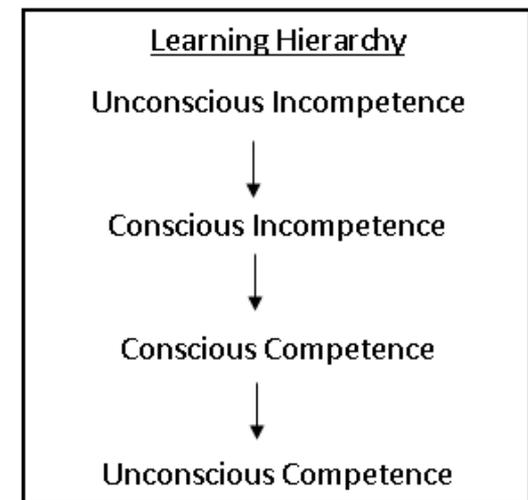
Activation

Increased ability to
create options

Increased ability to see
more clearly

Increased ability to
prevent stress

Increased ability to deal
with stress



The process of learning and change requires going through a feeling of incompetence which humans tend to dislike.

Some ideas by style

	Email Exchange	Initial Introduction	Appearance of Office	During Conversation	What to Do/Say
D	Direct, results-oriented	Will walk fast	Status conscious, has a large desk, efficiency	Sizable hand movement, big gestures, leans forward, will multi-task and interrupt	Don't ramble, don't chit chat about personal things, present facts logically, refer to results, talk win-win
I	Warm, people focus, wordy letters	Weave when walking, may run into things	Lots of piles, memorabilia of experiences, "showy" products	Big gestures and facial expressions	Support their dreams, allow time for socializing, talk about people and goals, ask for their opinion
S	Long letters with lots of information	Walk at a steady, easy pace	Family snapshots, "homey" atmosphere	Small hand gestures, will lean back and have hand in pocket	Start with personal comments, show interest in them as a person, listen well, present case logically
C	Direct with appropriate data	Walk in a straight line	Graphs, charts, very functional	Little to no gestures, arms folded, one hand on chin	Be prepared and direct, look at all sides of a decision, don't overpromise results, prove your point with data/facts

DO's & Dont's				
VOICE Match Yours to Theirs	Rapid Pace Limited Emotion	Rapid Pace Friendly, Upbeat	Slow Pace Warm & Caring	Moderate Pace Formal, Businesslike
COMMUNICATION DO'S Approaches That Cause Them to "Open Up"	Focus on Results. Be Brief and to the Point. Exhibit Confidence. Expect Them to be Blunt. Don't Overreact To It.	Expect them to be Talkative and Stray Off the Topic, But Don't Let Them Take You Off Track. Make Them the Center of Attention.	Break the Ice First. Expect Them to Be Slow, Methodical and Calm. Give Them "Time to Think". Listen Attentively.	Expect Them to Want a lot of Information, and Be Prepared to Give it. Respond Logically and Not Emotionally.
COMMUNICATION DON'TS Approaches That Cause Them to "Shut Down"	Don't Ramble. Avoid "Chit Chat". Don't Challenge them, You Will Lose! Don't Offer Assurances You Cannot Deliver.	Don't be Curt or Cold. Don't Be Too Businesslike. Don't Talk Down to Them! Avoid Dwelling on the Fine Print or Details.	Don't Force a Quick Response. Do Not Interrupt Them. Don't Mistake Their Willingness to "go along" as Agreement.	Avoid Being Too Personal or Informal. Don't Get Too Close to Them and No Touching!

Taking a Fresh Stance

- A. Seek first to understand
- B. Confirm your understanding. Ask others if you “got it right.” Then ask, “is there anything more I should know?”
- C. Stay curious
- D. Ask powerful questions and then listen
- E. If you are responding before another is finished, apologize and ask them to go on.
- F. Respect and honor others’ knowledge
- G. Stay grounded and centered
- H. Focus on connection
- I. Nurture patience even in the chaos of a situation
- J. Accept that you will stumble as you coach (it goes with the territory)

Some Powerful Questions

- A. *What do you want?*
- B. *What resources do you need? What resources are available to you?*
- C. *What are the chances of success? How can I help improve those chances?*
- D. *What do you make of this?*
- E. *What have you learned? How can you make sure you remember what you have learned?*
- F. *If this project depended on taking action right now, what would you do?*
- G. *What are possible solutions?*
- H. *Tell me more.*
- I. *Where do you go from here? When will you do that?*
- J. *How can we more effectively work together?*

And now what?

What is one communication challenge in your life today, that if you addressed it, would be important to you?

Considering what was discussed today, what is a step that you can take to address this communication challenge?

"The most important thing
in communication is to hear
what isn't being said."

- Peter F. Drucker