



2020
Virtual Federal Training Institute Partnership
Month of Development
August 18-September 29, 2020

Communicating for Engagement and Purpose

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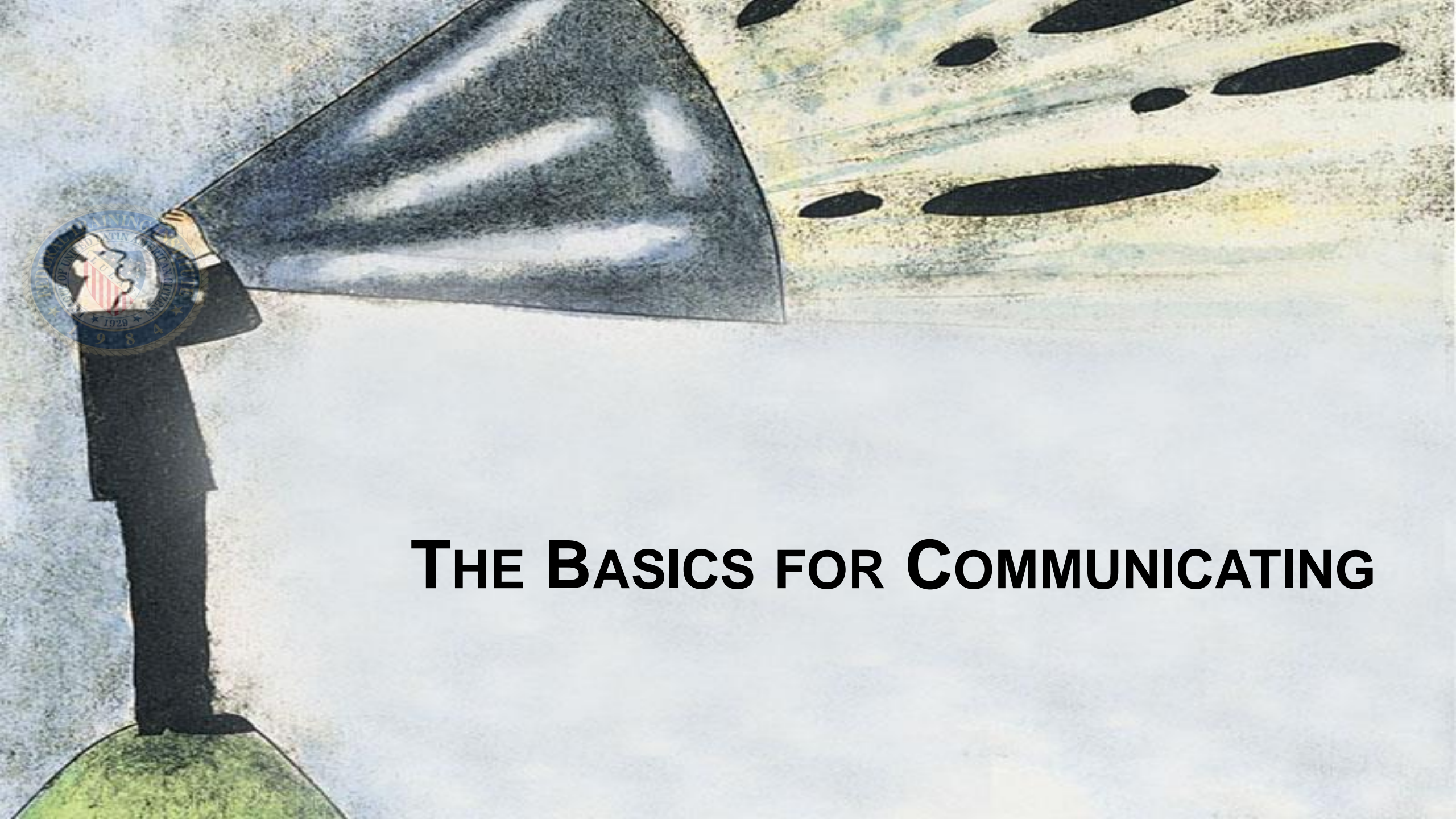


Learning Objectives



- Learn and understand the basics of communication
- Learn and identify the four approaches to speaking
- Gain an understanding of how to take responsibility for your emotions
- Learn the impact that perception has on communication
- Discuss nonverbal communication and behaviors
- Identify the barriers to communication





THE BASICS FOR COMMUNICATING

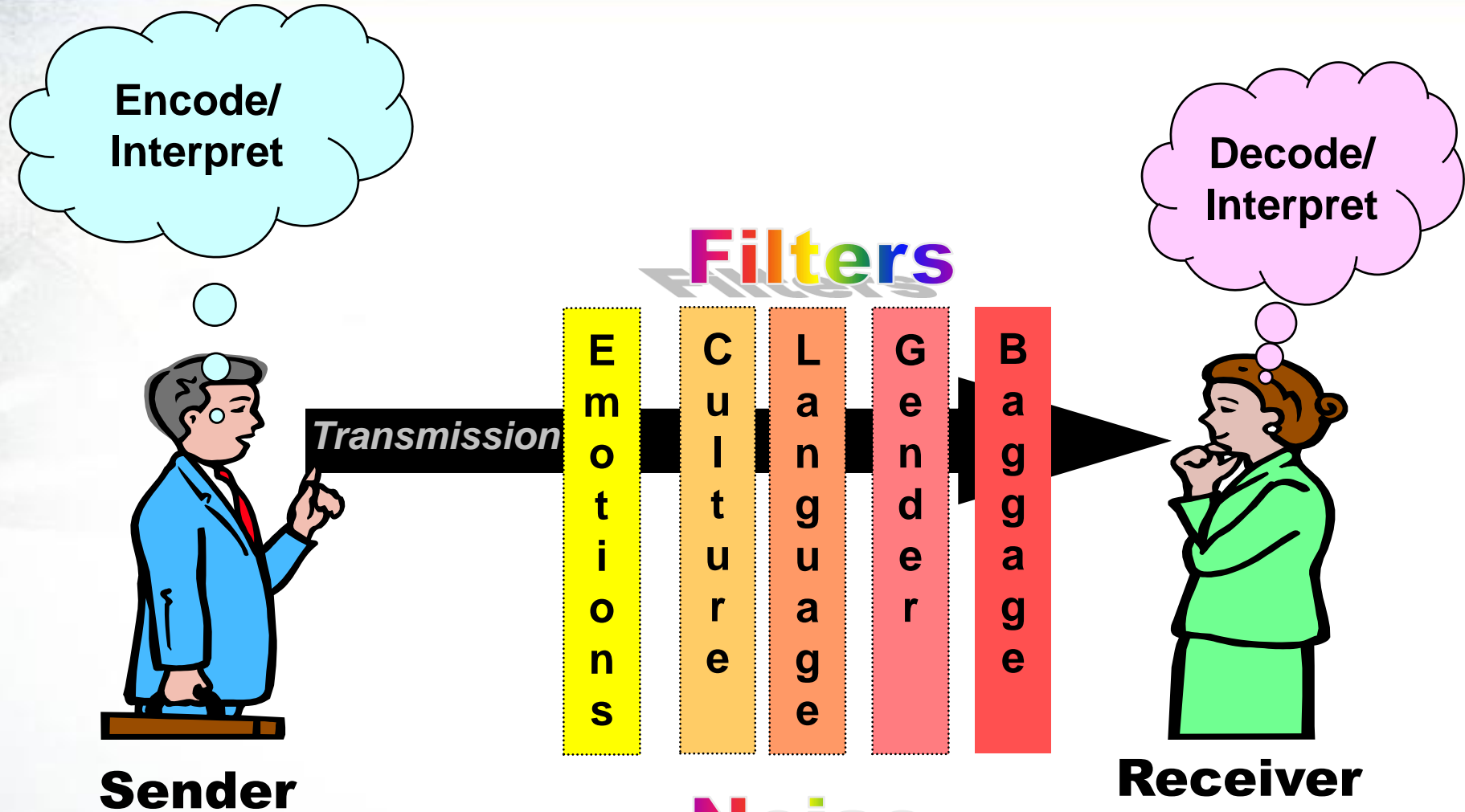
The Basics for Effective Communication

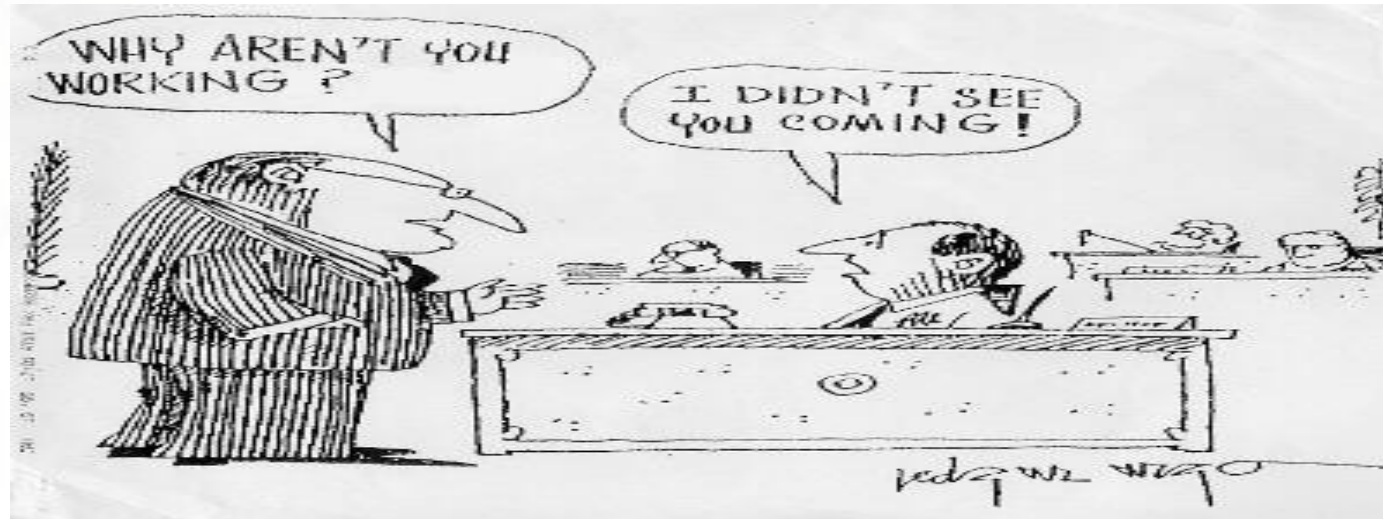


- A message must be conveyed
- The message must be received
- There must be a response
- Each message must be understood



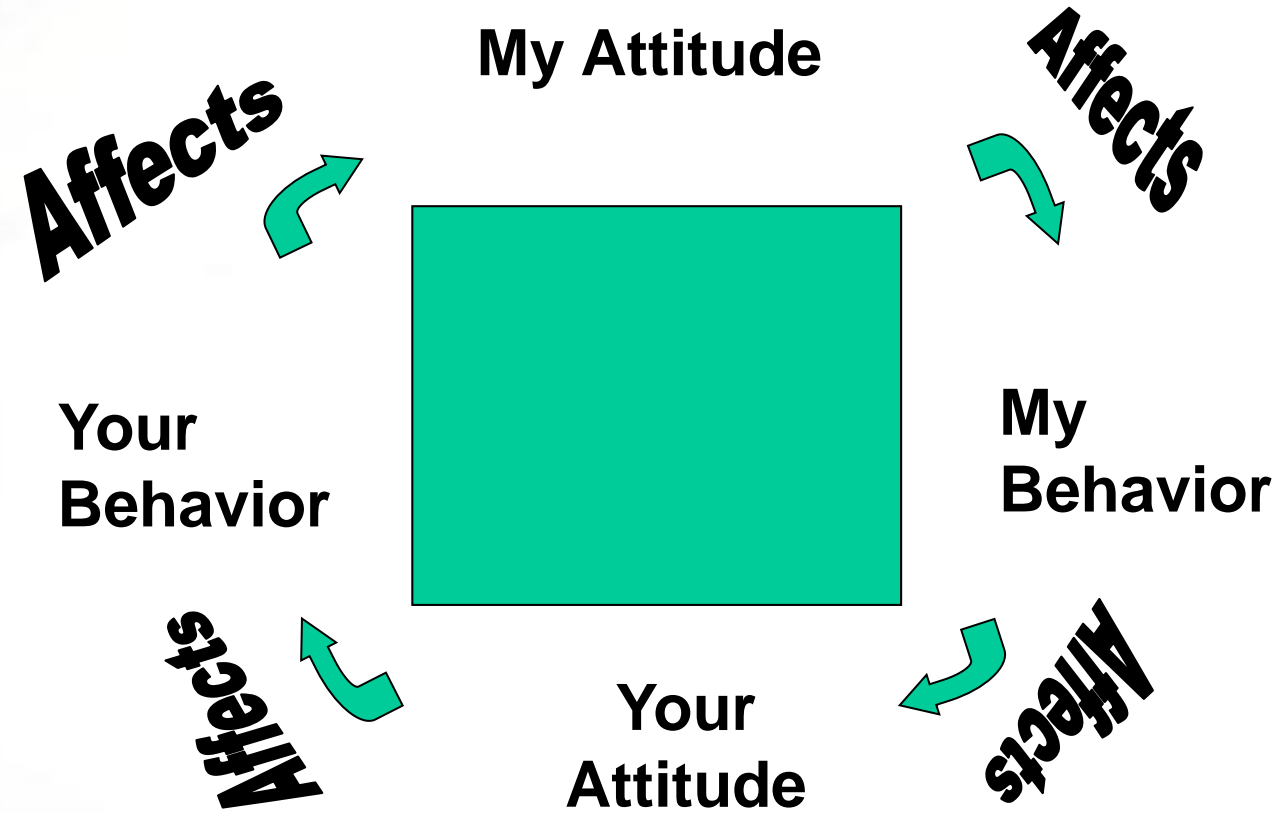
Communication Process

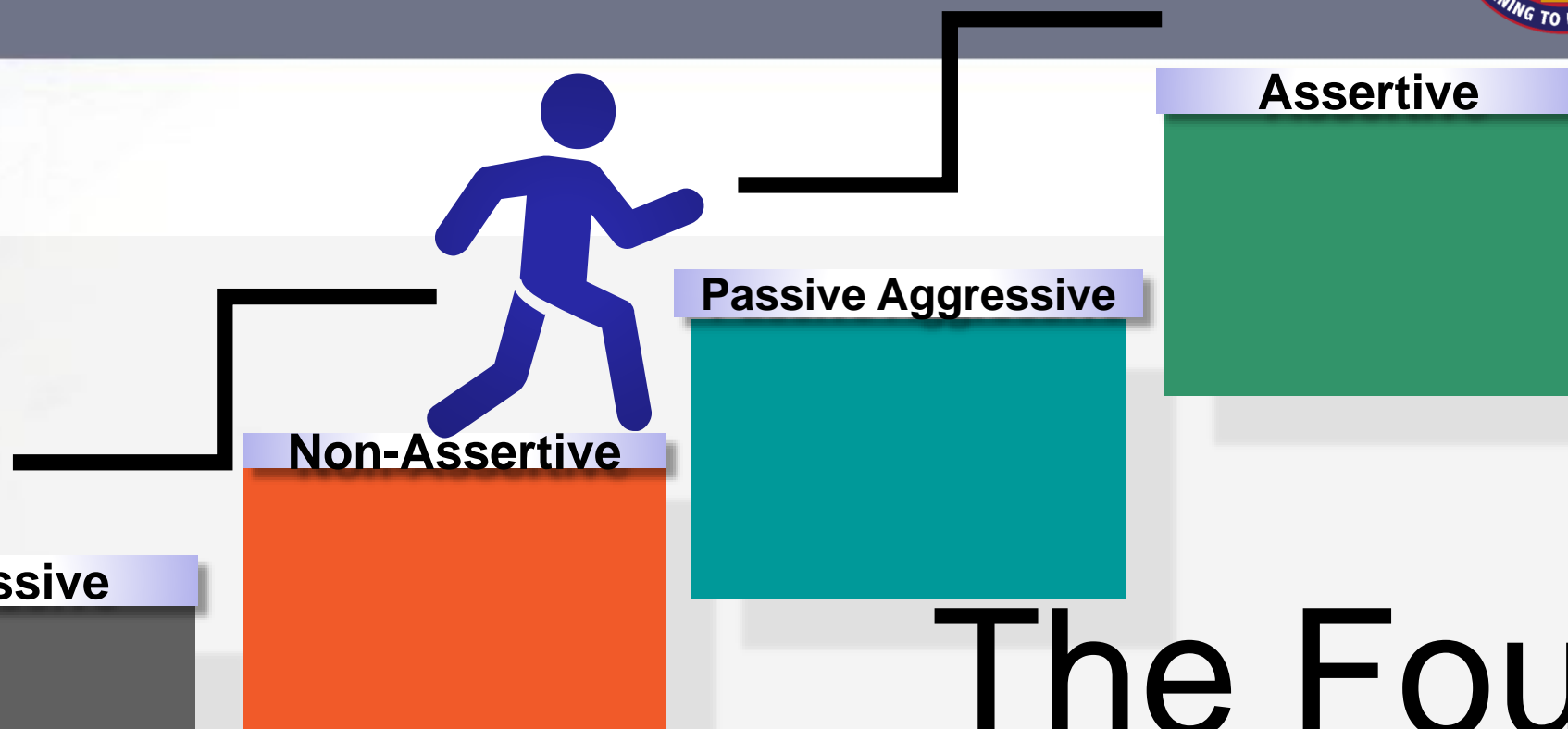
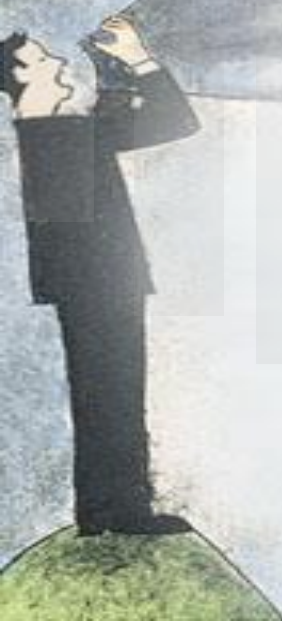




The fact that two or more people are talking together does not, in itself, constitute communication.

The Betari Box





The Four Approaches to Speaking

Aggressive Speaking

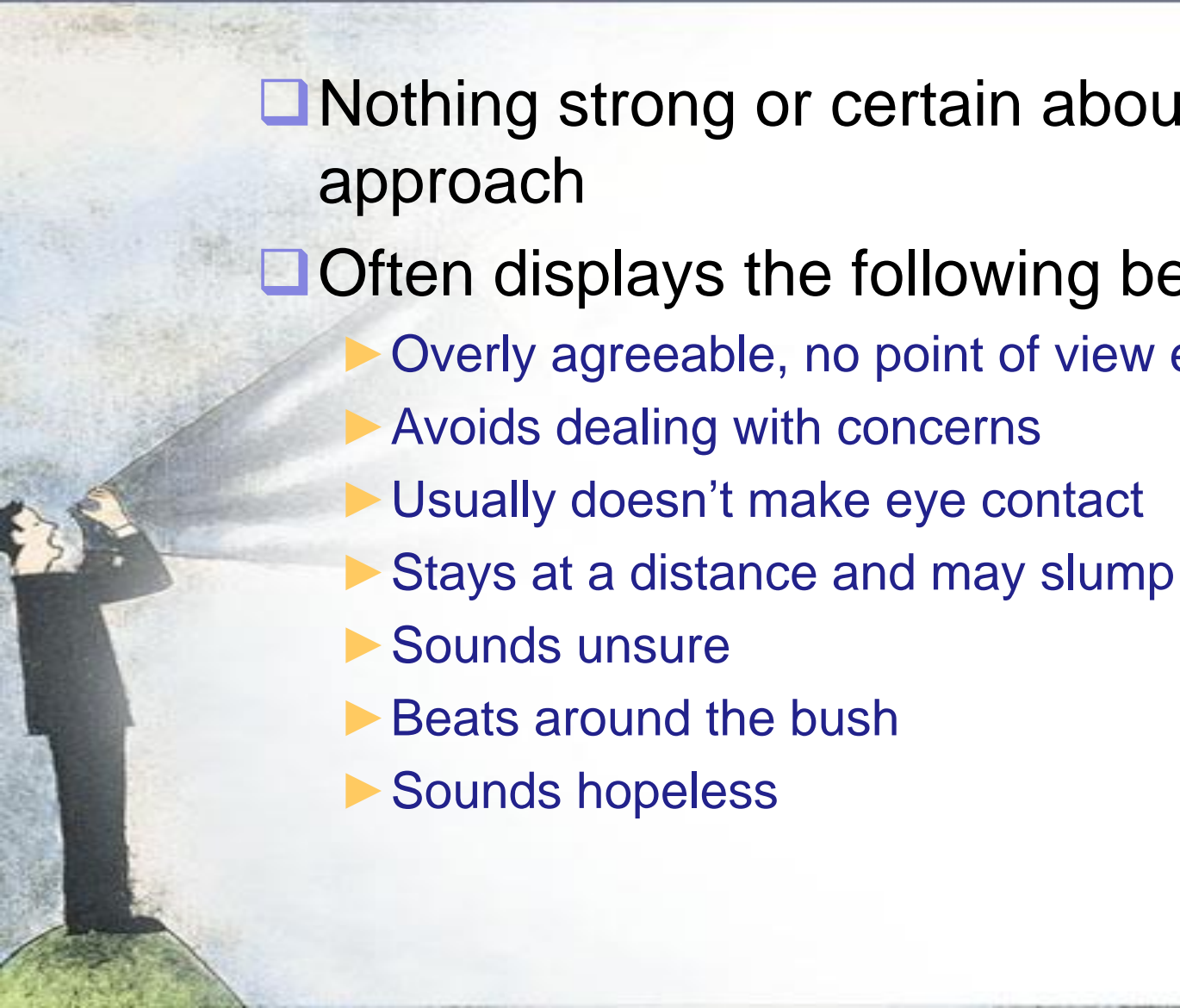


- Blaming, accusing
- Intimidating body language
- Demanding, ordering
- Raised voice
- Harsh, personal language
- Verbal browbeating



Non-Assertive Speaking

- ❑ Nothing strong or certain about this approach
- ❑ Often displays the following behaviors
 - ▶ Overly agreeable, no point of view expressed
 - ▶ Avoids dealing with concerns
 - ▶ Usually doesn't make eye contact
 - ▶ Stays at a distance and may slump or cower
 - ▶ Sounds unsure
 - ▶ Beats around the bush
 - ▶ Sounds hopeless



Passive-Aggressive Speaking



- Appears to agree, but doesn't
- Tells others, but not the source of the concerns
- Makes subtle digs and sarcastic remarks
- Keeps score, sets conditions
- Non-verbal message contradicts the verbal message
- Withholds expressing concerns or providing assistance
- Criticizes after the fact





Tone Matters

- If yes, why?
- If no, why not?

Assertive Speaking



- Takes responsibility
- Takes the initiative
- Listens actively/allows for a two-way conversation
- Speaks up, is direct and constructive
- Shows sincerity
- Solutions focused
- Confident voice and body language
- Addresses concerns directly to the source
- Request needs versus demand

Keeping Calm Under Fire



Do Not:

- Yell
- Blame
- React defensively
- Make assumptions
- Avoid dealing with the situation
- Make sarcastic remarks
- Make personal insults
- Complain constantly about situation
- Issue ultimatums
- Push harder and harder for your way
- Sending hostile emails
- Going to others rather than the source

Taking Responsibility of Your Feelings



When someone gives us a negative message, whether verbally or nonverbally, we have four options as to how to receive.

1. Blame ourselves – Accepting others judgement
2. Blame others -
3. Sense our own feelings and needs
4. Sense other's feelings and needs

Sources: Nonviolent Communication by Marshal B. Rosenberg (2015)

Taking Responsibility of Your Feelings (cont.)



- Five steps for expressing anger
 - ▶ Stop and Breath
 - ▶ Separate stimulus from cause
 - ▶ Identify your judgmental thoughts
 - ▶ Express your feelings and unmet needs
- Offer empathy first

Sources: Nonviolent Communication by Marshal B. Rosenberg (2015)

The Influence of Language



“Open your mind before your mouth” - Aristophanes

- Honest – “honesty is the best policy”
- Direct – Getting to the point but do not be blunt



Avoid Sugarcoating Your Words

① May be misleading

- Can be confusing
- Discards the elephant in the room

② Share the facts

- Don't hide the facts
- Don't distort or dilute the truth

③ Explain diplomatically

- Be careful of flowery language
- Clarify the "now" situation

Source: Liz Guthridge, www.reliablepaInt.com/Article



Words Words
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Words
Words

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Avoid Sugarcoating Your Words (cont.)

④ Be Timely

- Don't avoid bringing up difficult issues

⑤ Get to the point

- Don't bury the message

⑥ Take responsibility

- Clearly explain actions and options



Words Words
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THE IMPACT OF PERCEPTIONS

Perception Impacts Communication



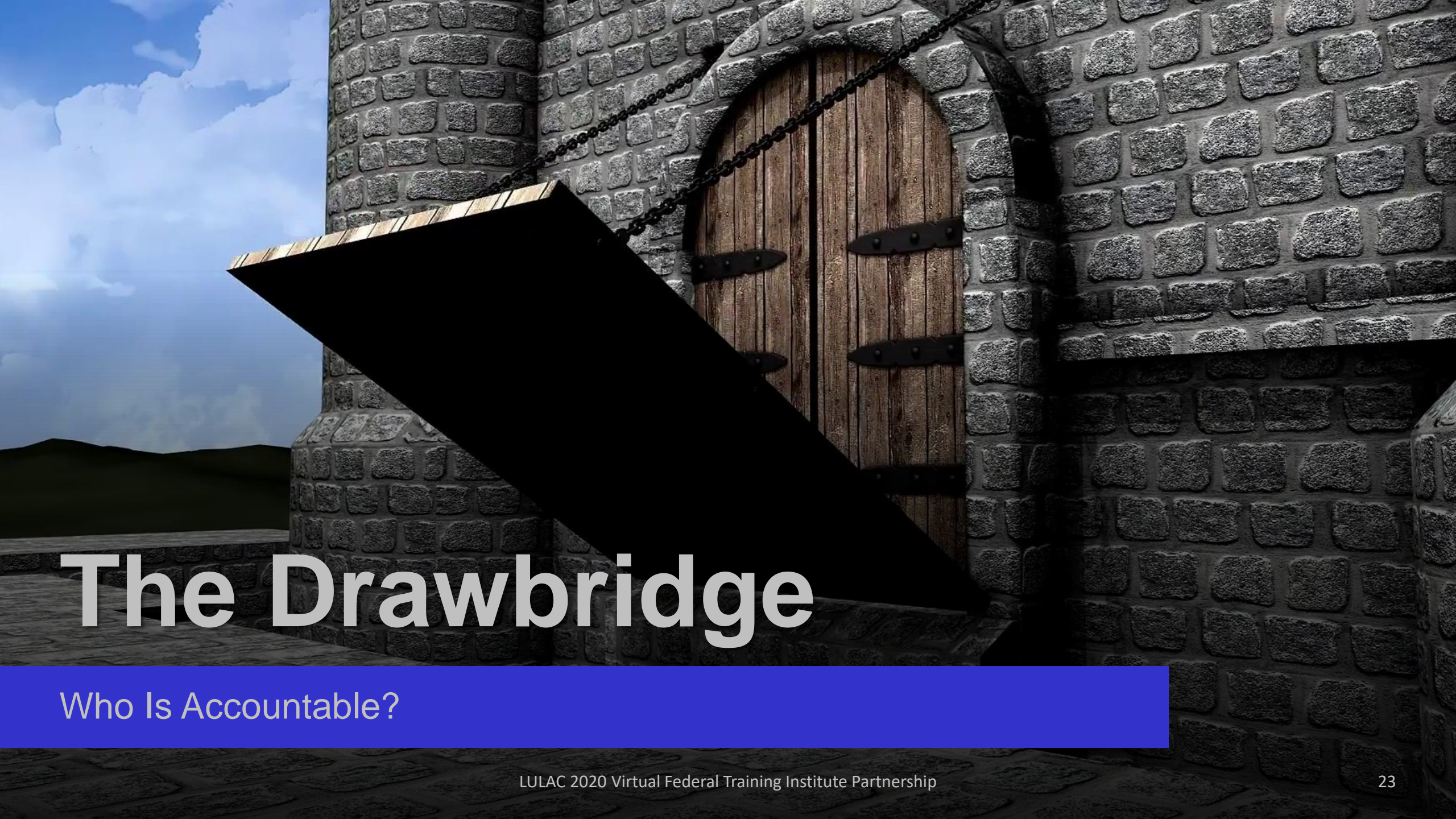
- Is the process by which people select, organize, interpret, retrieve, and respond to information from the world around them
- This information is gathered from the five senses of sight, hearing, touch, taste, and smell



Factors Influencing Perceptions

- Experiences
- Needs
- Motives
- Personality
- Values
- Attitude

to be best in
point of view
Influence [
power to aff
connection
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The Drawbridge

Who Is Accountable?

Keys to Managing Perception



- Be self-aware
- Seek a wide range of differing information
- Try to see a situation as others would
- Be aware of perceptual distortions
- Be aware of self and other impression management





NONVERBAL COMMUNICATION

Non-Verbal: Body Language



- ❑ 55% of communication is body language
- ❑ 38% of communication is Tone
- ❑ 7% of communication is verbal

Our eyes, fingers, hands, arms and legs and their movements offer an exciting insight to our true feelings and emotions. Most people are not aware that their body language is a language of its own.

Nonverbal: Congruent vs. Incongruent



Nonverbal: Congruent vs. Incongruent (cont.)



Congruent

Say what you mean and mean what you say



Thank
you so
much!

Nonverbal: Congruent vs. Incongruent (cont.)



When your tone and body language don't match your message; your words lose their meaning and the message definitely changes.



Thank
you so
much!



LISTENING

3 Stages of the Listening Process

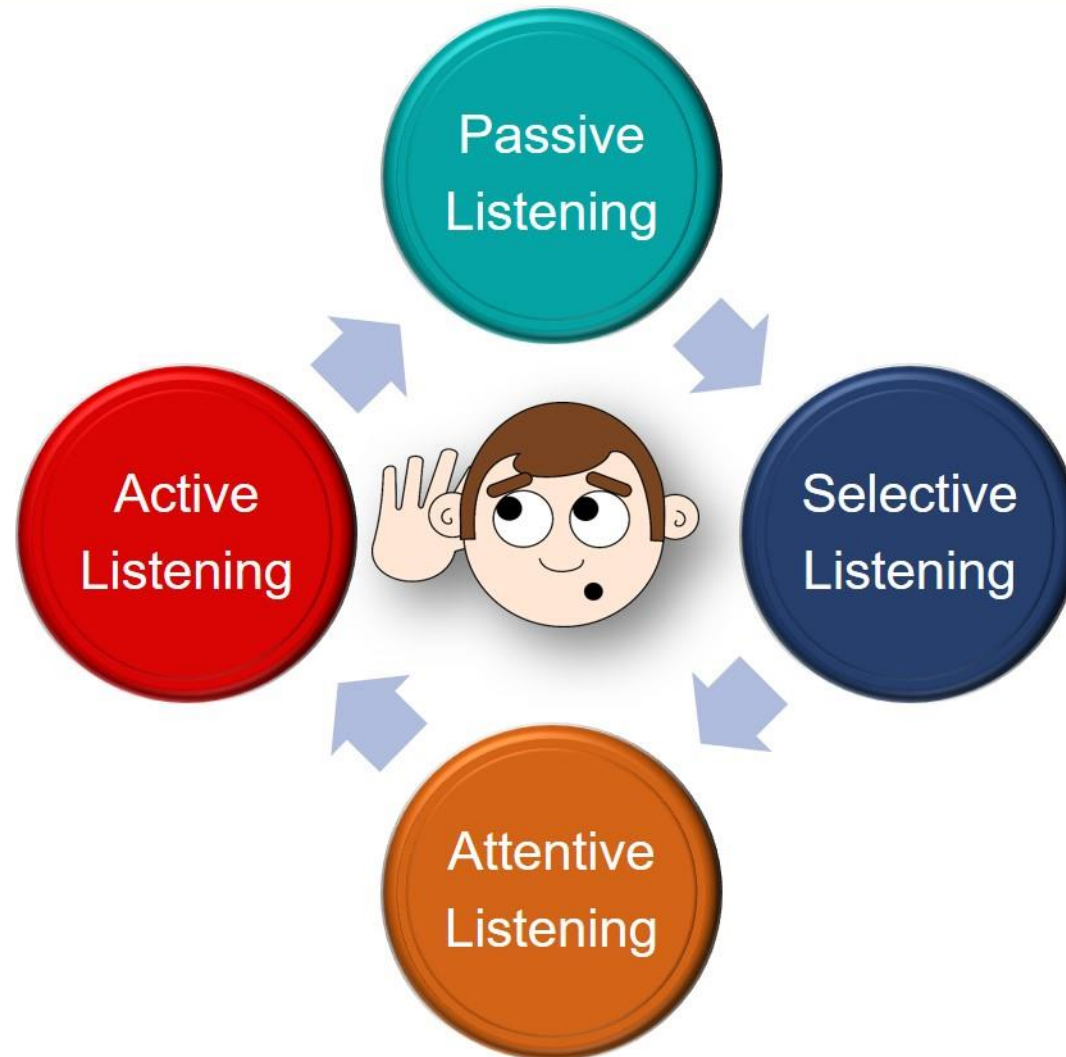


1.Receiving - Taking in the speaker's message using your ears and sight

1.Processing - After Step 1, you begin this internal processing

Responding – The listener verbally and non-verbally acknowledges that he or she has received and understood the message

How People Listen



Passive Listening Behaviors

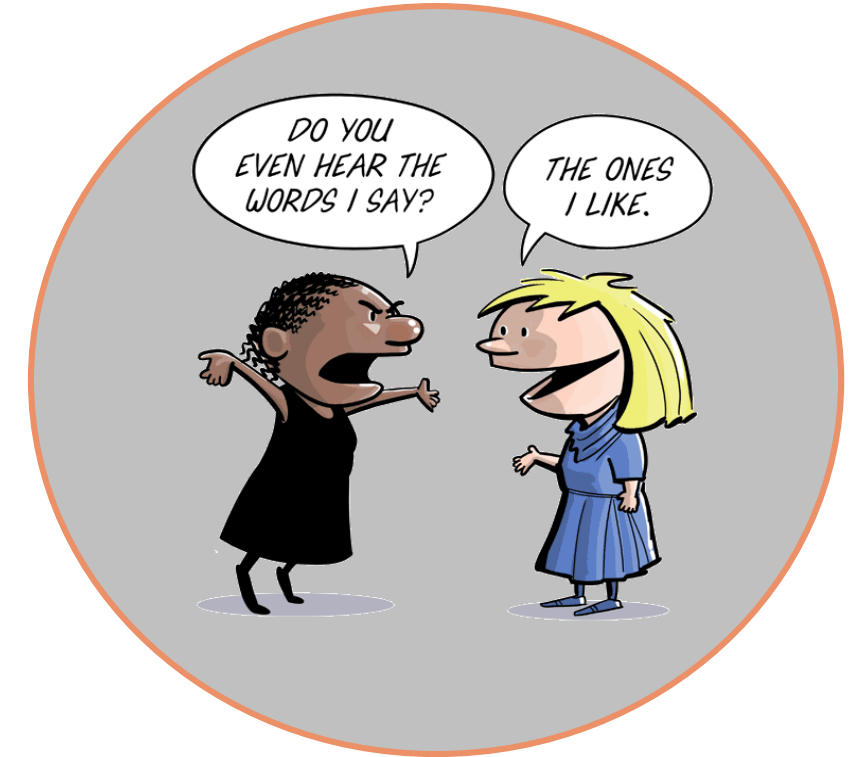


- Limited eye contact with the speaker
- Lack of expression on the face
- Occasional verbal acknowledgement
 - ▶ Such as Uh-huh on the phone

Selective Listening Behavior



- Looks of disinterest
- Looks away at other things; a clock, out the window, etc.
- Sits by quietly
- Reacts with a high degree of emotion
- Interrupts conversation before the speaker begins
- Changes the subject
- Asks a question about a point of self-interest; sometimes in an interrogating manner



Attentive Listening Behaviors



- Gives steady eye contact
- Looks interested
- Nods to indicate understanding
- Provide simple verbal acknowledgement
- Raise relevant questions to draw out the message
- Ask questions to seek out greater detail

Active Listening Behaviors



- Shows patience
- Gives verbal feedback to show understanding
- Acknowledges the emotions being expressed
- Explores reasons for emotions
- Speaks up to get clarification

Top 7 Listening Sins



1. Making evaluative judgments
2. Avoiding eye contact
3. Failing to indicate interest via body language
4. Multitasking
5. Interrupting in the middle of a sentence or story
6. Failing to clarify meaning
7. Not letting someone know when I can't listen

Source: Teamwork Training by Sharon Boller (2005)

Top 7 Listening Virtues



1. Refraining from evaluative judgments
2. Maintaining eye contact
3. Encouraging the speaker with my body language
4. Focusing on the listener and no other tasks
5. Staying quiet until the speaker finishes
6. Asking questions and reflecting the speaker's message to make sure I understand
7. Being honest about times when I can't really listen

Source: Teamwork Training by Sharon Boller (2005)



BARRIERS TO COMMUNICATION

Barriers

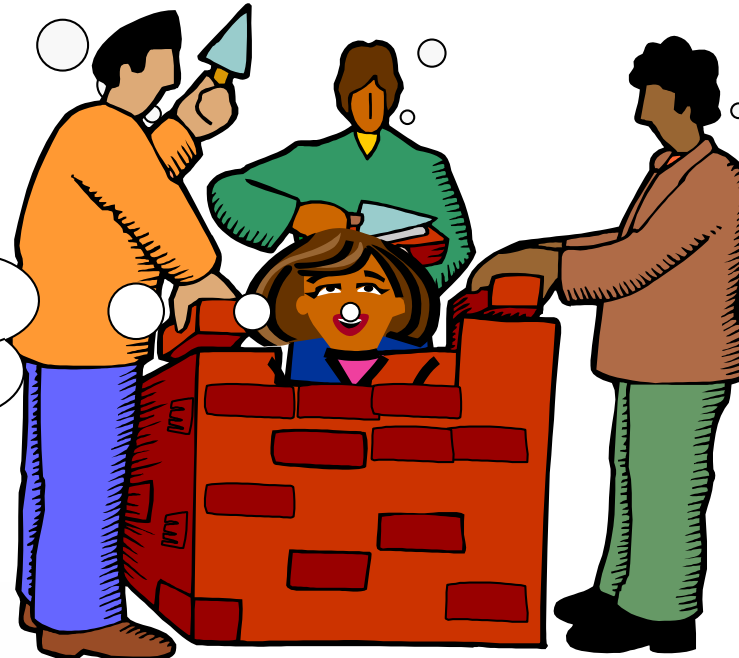


**Mr. Rumors A.
More**

**Ms. Gossip
Time**

**Mr. Deceitful A.
Jealousy**

**Ms. Receptive
To-Mess**



Physical Barriers



- Evaluating
- Advice giving
- Topping
- Diagnosing or psychoanalytic
- Prying questions

- Individual's physical health
- Speech pattern and pronunciation
- Distance
- Warning, admonishing or commanding
- Hot and cold



Psychological

- ❑ Ego defense mechanisms
- ❑ Group defense mechanism
 - ▶ Fight defenses
 - ▶ Flight defenses (most frequently used)
 - ▶ Group manipulation defenses



Perceptual

- Hostility
- Charisma
- Halo effect
- Past experiences
- Hidden agenda
- Stereotypes
- Emotional blocking
- Status
- Defensiveness





ANY QUESTIONS



Thank You

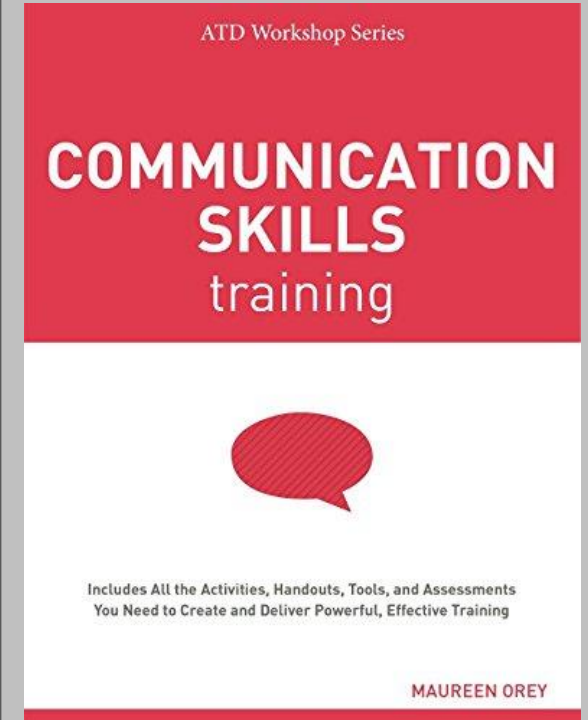
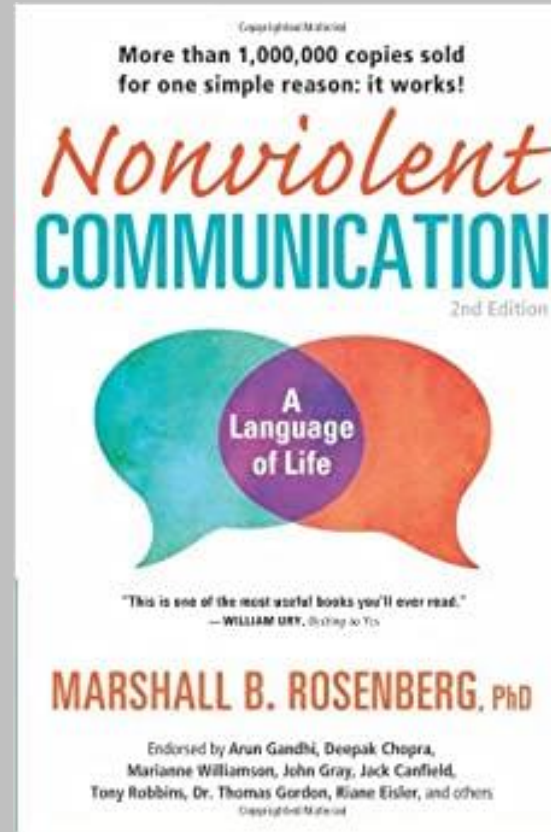
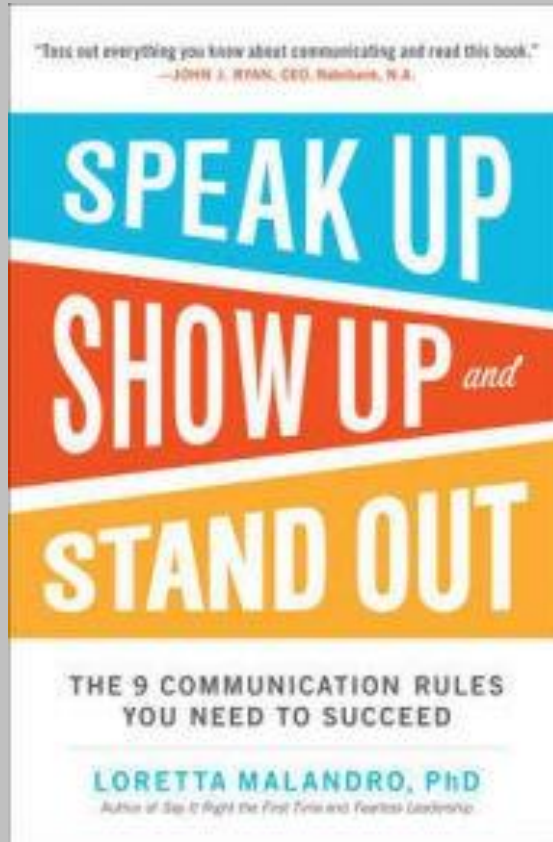
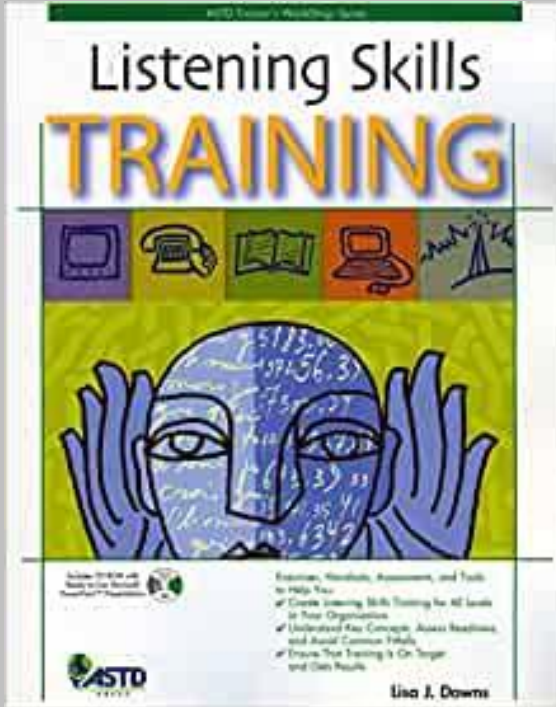
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Resources