

Take Control of Your Communication

LLO 2012 Conference

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LDAWE



Today's Agenda



Communication

Communication Process

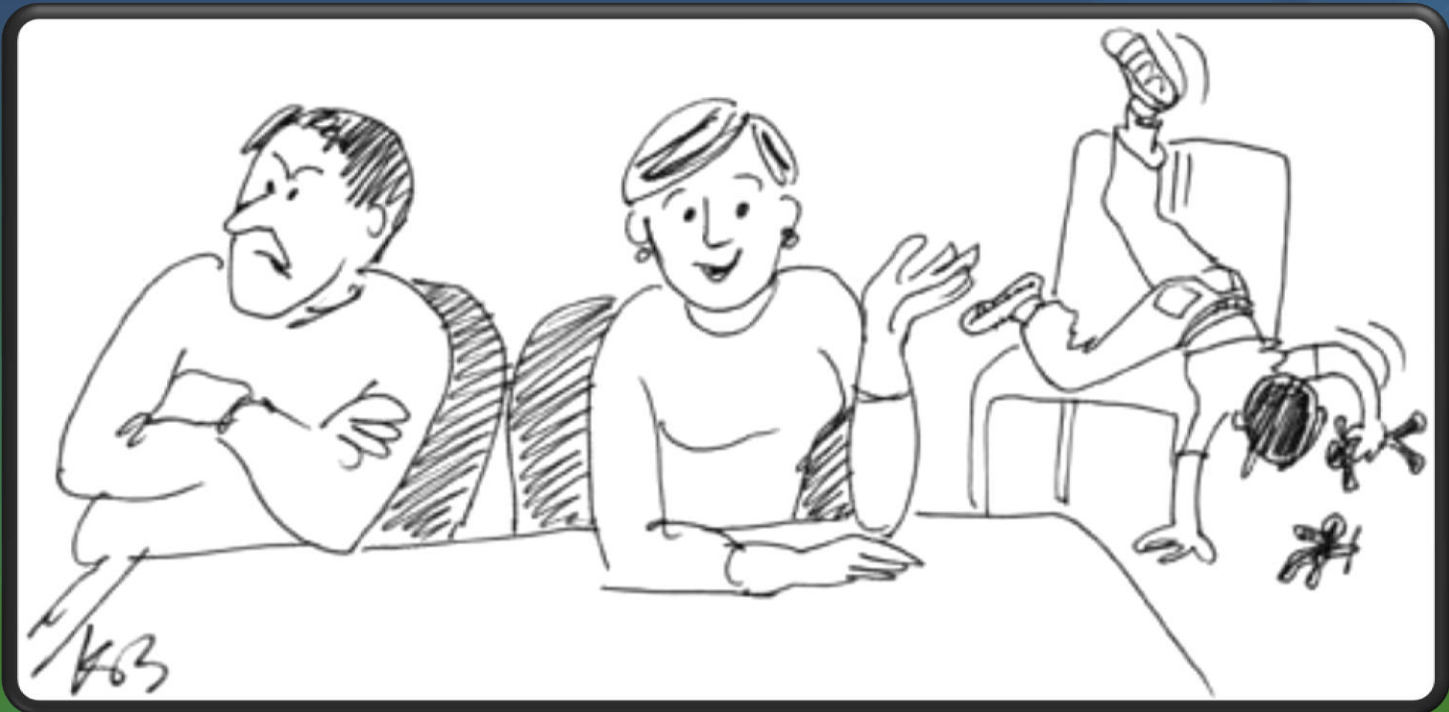
Communication Styles

Team Building

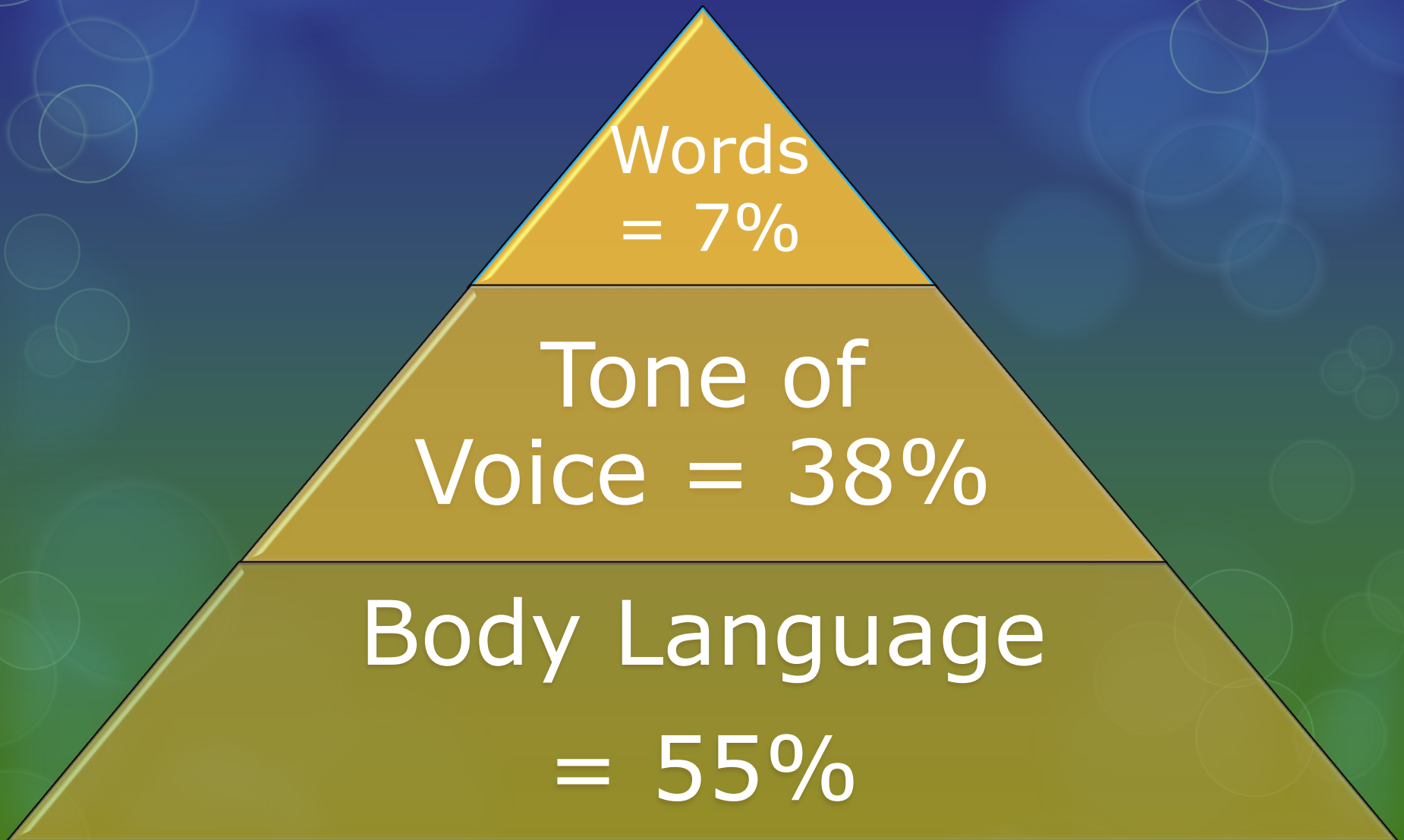
Communication

Communication

Not ALL Communication is Verbal!



Communication



7%

Spoken Words

Verbal messages sent through:

○ words



38%

Tone of Voice

A way of changing the sound of spoken words to express:

- some meaning
- a feeling
- an emotion



55%

Body Language

Nonverbal messages sent through:

- facial expressions
- gestures
- body movements



Improve your Body Language

Watch what signs your body is sending out to others:

- Hands – no fidgeting
- Eyes – maintain eye contact
- Shoulders – keep them relaxed

Having a good attitude is key! It will come through in your body language.

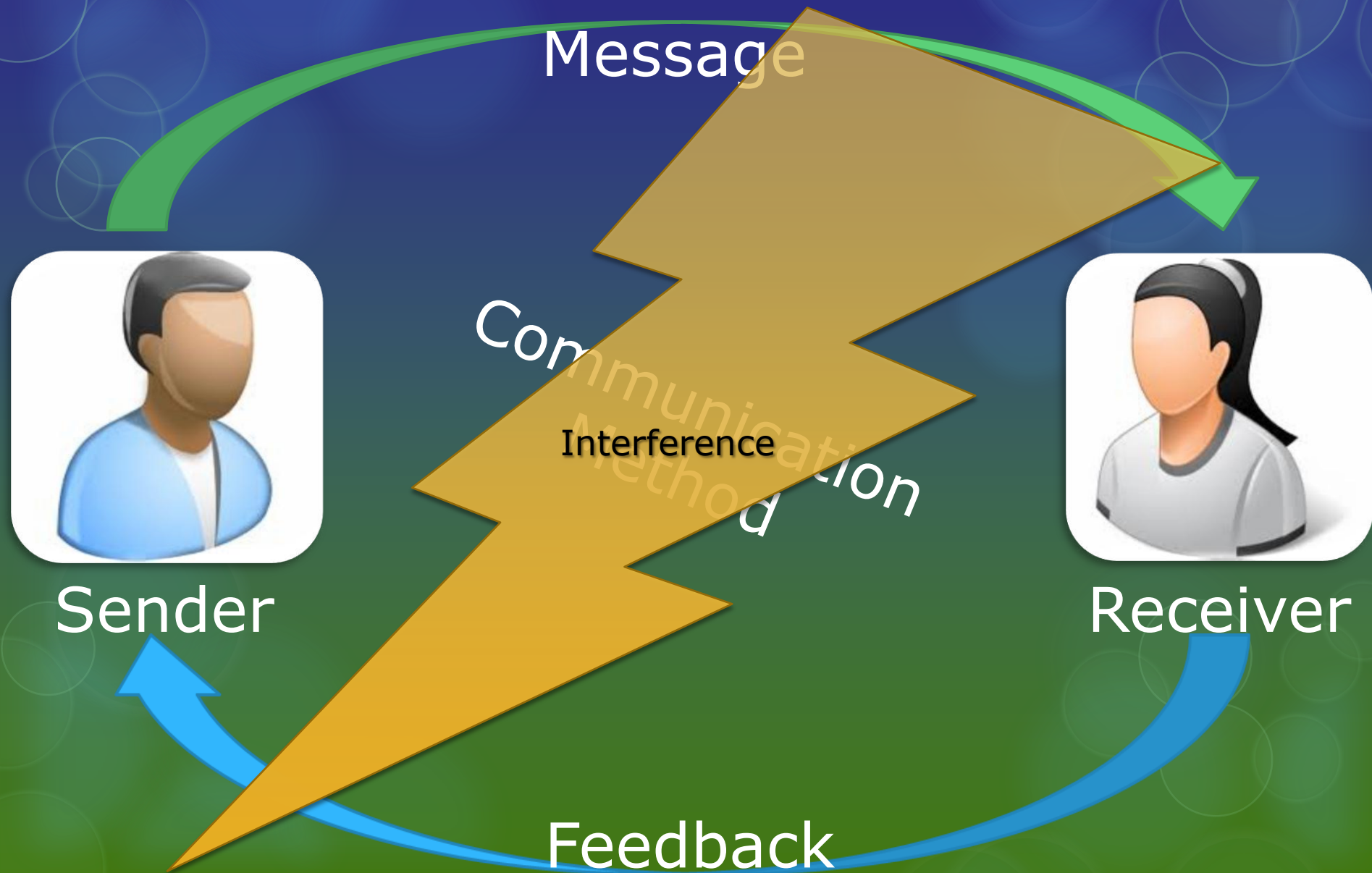
The Communication Process

Communication Activity

Activity Wrap-up Discussion:

- Was it easy to understand what your partner was saying?
- What made the Back to Back activity difficult?
- What made the Face to Face activity difficult?

The Communication Process



Communication Methods



Communication Interference

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"Can I call you back, Su
There seems to be some
wrong with my capti



Drawing by Stevenson; © 1976 The New Yorker Magazine, Inc.

Communication Interference

- Can you hear/see the message?
- Can you understand the message?
- Did you receive the message?
- Did you misinterpret the message?

Communication Styles

3 Communication Styles



Passive

- Cares only for others

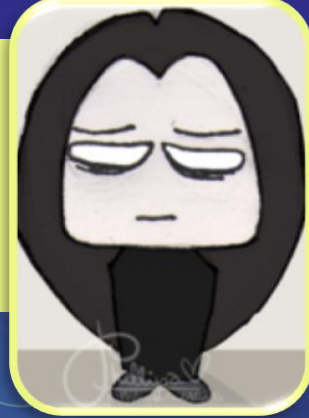
Assertive

- Cares for self and others

Aggressive

- Cares only for self

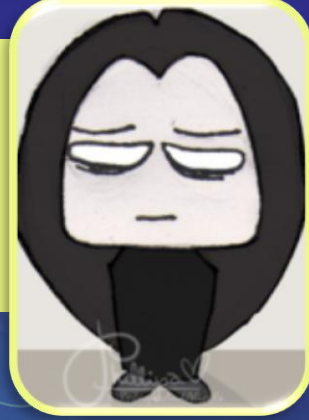
Passive



Characteristics:

- Apologetic, self-conscious
- Trusts others
- Doesn't express own wants and feelings
- Allows others to make decisions

Passive



Behaviours:

- Tries to avoid conflict
- Clams up
- Lets others make choices
- Has difficulty putting plans into action

Passive



Effects:

- Gives up being him or herself
- Dependent on others
- Doesn't know where he or she stands
- Slowly loses self esteem



Aggressive

Characteristics:

- Achieves goals, often at others' expense
- Talks down to others



Aggressive

Behaviours:

- Puts others down
- Doesn't ever think they are wrong
- Moves into people's space
- Know-it-all attitude
- Doesn't show appreciation



Aggressive

Effects:

- Provokes aggression in others, alienation from others, ill health
- Wastes time and energy
- Human relationships are poor
- Others are resentful and may not be truthful

Assertive



Characteristics:

- Non-judgmental
- Trusts self and others
- Confident, but self-aware
- Open, flexible, versatile
- Playful, sense of humor
- Decisive

Assertive



Behaviours:

- Knows what is needed and develops a plan to get it
- Firm and consistent
- Has realistic expectations
- Fair, just, keeps others rights in mind

Assertive



Effects:

- Increased self-esteem and self-confidence
- Increased self-esteem of others
- Feels motivated and understood
- Others know where they stand

Which Style is Best?

- Normally, the **Assertive** style is best!
- When is the **Passive** style the best?
- When is the **Aggressive** style the best?

Communication Mistakes

- Beating around the bush
- Taking things personally
- Close-minded to change
- Complaining
- Point out mistakes first
- Interrupting
- Act before thinking



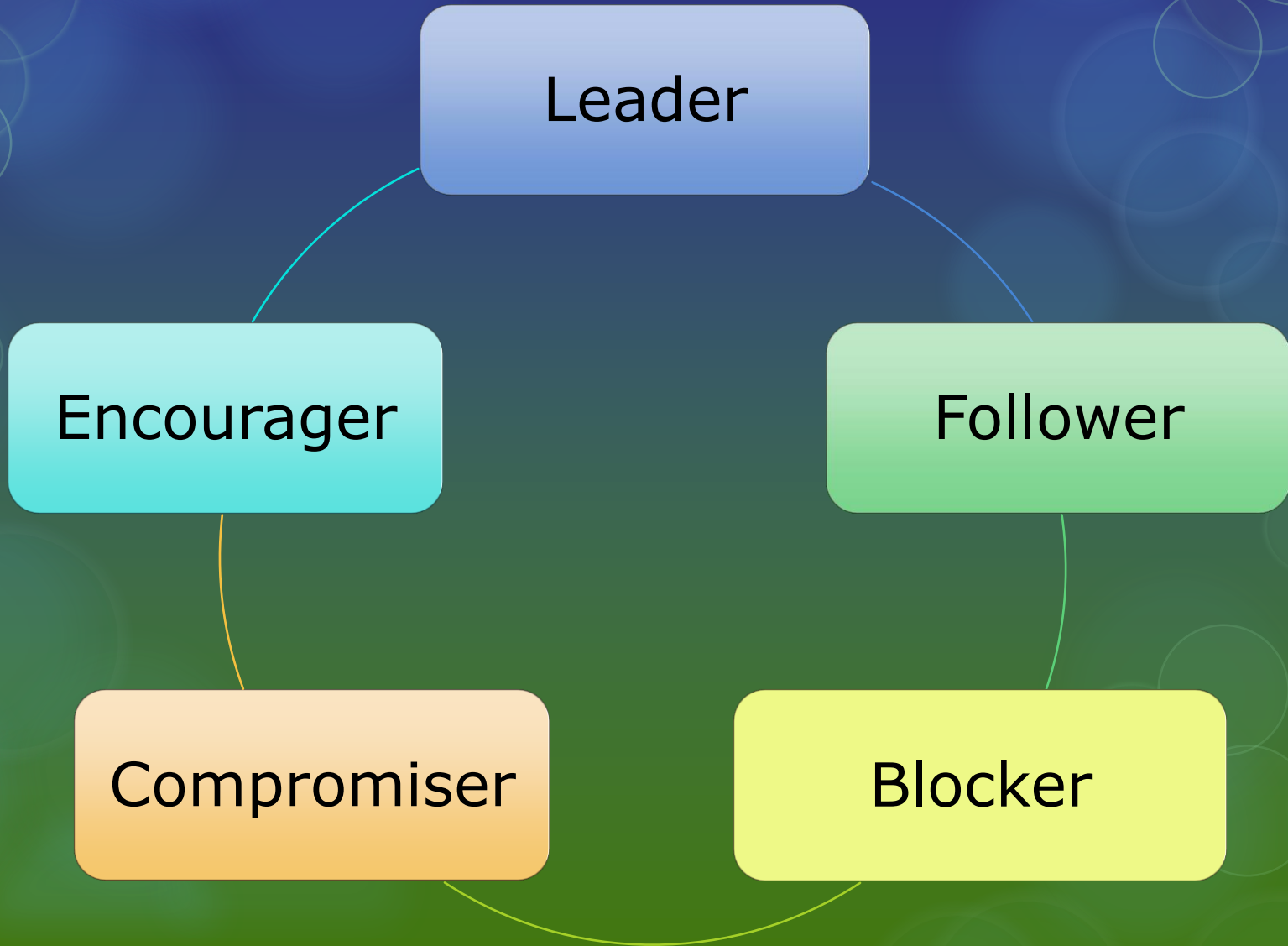
Team Building

Successful Teams

1. Two or more people working together towards a common goal
2. Trust
3. Commitment



Team Member Roles



Good Team Members

- Supports the team goals
- Listens to and respects team members
- Trusts team members
- Communicates well
- Works for consensus
- Use other team members' strengths

Consensus



Finding an idea
that is
acceptable
enough that all
members of the
team can
support it

Consensus

Consensus is Not:

- A vote
- Everyone getting 100% of what they want

Consensus Requires:

- Time
- Active participation
- Communication
- Creative thinking

Team Building & Communication Activity

1. Choose the colour the lunchroom should be painted: **yellow**, **green**, or **red**.
2. Play your assigned communication style (passive, assertive, aggressive).
3. Come to a **consensus**.

Team Building & Communication Activity

Activity Wrap-up Discussion:

- What colour did the team choose?
- Challenges for:
 - Passive team members?
 - Assertive team members?
 - Aggressive team members?

**Any
Questions?**



Thank You!

Training Evaluation Form

Name: (Optional) _____
Facility: (Optional) _____
Date: _____
Presenter: _____
Duration: _____
Session Topic: _____

Please tick appropriate box.

	Not at all	A little	Quite a lot	A great deal
The subject material was new to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The session was clearly presented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood the session topic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My knowledge increased from the session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The learning materials provided were useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The session will help me in my job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The session was interesting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What I liked most about the session was _____
What I liked least about the session was _____

Thank you for your feedback & participation!

**Please
complete the
workshop
evaluation
form!**