

Actions Speak Louder Than Words

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What is Effective Communication?

Communication is about more than just exchanging information. It is understanding the emotion and intentions behind the information.

Barriers to Effective Interpersonal Communication

- Lack of Focus
- Inconsistent Body Language
- Negative Body Language
- Stress

Improving Communication Skills

- Become an engaged listener
- Pay attention to nonverbal skills
- Keep stress in check
- Assert yourself

Become an Engaged Listener

- Focus fully on the speaker
- Avoid interrupting
- Display an interest
- Provide feedback

Pay Attention to Nonverbal Signals

- Be Aware
- Adjust nonverbal signals
- Use of body language

Keep Stress in Check

- Stay calm under pressure
- Recognize when you are becoming stressed
- Look for humor in a situation
- Agree to disagree

Assert Yourself

- Be Direct
- Value Opinions
- Receive Feedback
- Learn to say no!

What Makes Leaders Effective Communicators

- Be Relatable
- Good Sense of Humor
- Emphasize Key Points
- Active Listening
- Be Present

- Adapt
- Respond in a Timely Manner
- Find Your Own Voice
- Adjust Your Communication Style to Each Employee
- Be Aware

- Focus
- Encourage
- Maintain a Positive Attitude

Communication Barriers

- Distance
- Language
- Culture
- Attitude
- Gender

- Generations
- Lack of Trusting
- Noise
- Information Overload

Steps to Breaking Down Communication Barriers

- Effective Team Communication
- Clarify Your Expectations
- Observe and Record
- Gather Input
- Teach

Communication Principles

- Practice
- Engage
- Be Clear
- Verbal vs Nonverbal

Effective Team Communication

- Regular Cycle
- Transparency
- Team Goals

Develop a Team Communication Goal

- What will be communicated?
- When?
- How?
- Where?

Effective Communication Skills

- Body Language
- Speech and Attentiveness
- Communication Consistency
- Patience

Questions to Ask Your Team

- What is our team's biggest communication challenge?
- What is the preferred way of communicating?
- How honest is our team communication?
- What is the bottleneck in regards to information?

- How do team members communicate during conflict?
- How do team members communicate during times of stress?