

## Interpersonal Communication Skills

Minimize \_\_\_\_\_ and  
build  
\_\_\_\_\_ in a team-oriented workplace.

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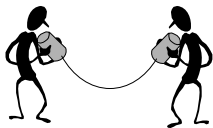
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## Communication

- IS NOT
  - \_\_\_\_\_ - \_\_\_\_\_
  - \_\_\_\_\_ you say or
  - \_\_\_\_\_ you say it
- IS
  - A two-way flow of \_\_\_\_\_




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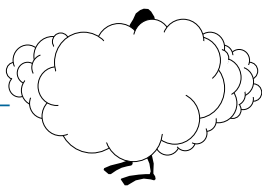
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## Communication Involves

- A m \_\_\_\_\_
- A s \_\_\_\_\_
- A r \_\_\_\_\_




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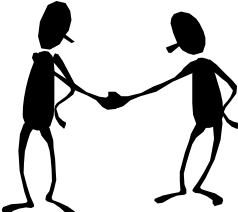
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### Getting Started

Handshake

- Palm to the side
- Meet web to web
- Eye contact
- Smile
- Thought projection



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### Small Talk

- Observe, then comment, considering:
  - Resources
  - Ideas
  - Skills
  - Experiences
  - Talents
  - Enthusiasms
  - Hobbies
  - Passions



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### Memory

- I \_\_\_\_\_
- R \_\_\_\_\_
- A \_\_\_\_\_



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### Body Language

- Smile
- Touch
- Affirmative Head Nods
- Immediacy Behaviors
- Eye Behavior

A stick figure is shown in a celebratory pose, jumping with arms raised. Above its head are a star, an exclamation mark, and a swirl, indicating excitement or achievement.

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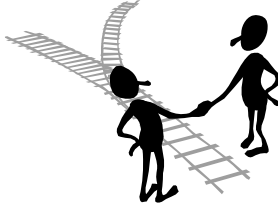
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### Networking

- Confident
- Friendly
- Interested
- Hosting
- Timing

Two stick figures are on a ladder. One figure is at the bottom, and the other is at the top, holding the hand of the first figure. The ladder is curved, suggesting a path or a challenge.

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### Perceptual Differences

- Backgrounds
- Experiences
- Interpretations
- Emotions
- Prejudices

A stick figure is shown in a thinking pose, with one hand on its chin and a question mark above its head.

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### Gaining Understanding

- Be specific
- Avoid labeling
- Repeat instructions
- Personally observe
- Determine timing
- Account for biases



*Shared experiences help overcome differences in perception.*

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### Checking Perceptions

- State your observation
- State your interpretation
- ASK
  - For verification / clarification



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### Communication Styles

- Sequential (Logic)
- Concrete (Hands-On)
- Abstract (Research)
- Random (Intuition)



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**Communication Styles**

- Mr. / Ms. Fix-It
  - Concrete Sequential
  - Focuses on ideas & tasks
  - Thinks methodically & predictably
  - Doesn't adjust easily to change

*Prefers learning from hands-on experience, logically organized, using the five senses to absorb information.*




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**Communication Styles**

- Utilitarian
  - Abstract Sequential
  - Relies on logical, impersonal analysis & systematic planning
  - Creates theoretical models from wide range of information
  - Slow to decide
  - Less concerned with people than with ideas

*Prefers learning from logical presentation of ideas.*




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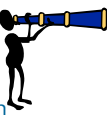
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**Communication Styles**

- Explorer
  - Concrete Random
  - Relies on experience-based information
  - Finds practical uses for ideas and theories
  - Bases decisions on finding solutions
  - Quick to decide
  - Risk taker / Thrives on change
  - Relies more on people than technical analysis for information

*Prefers learning from trial and error.*




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### Communication Styles

- Free Thinker
  - Abstract Random
  - Forms opinions from feelings
  - Views experiences from different perspectives
  - Thinks intuitively, does not rely on logic
  - Balks at structure
  - Great brainstormer / Likes to generate new ideas



*Prefers learning from lots of free-form ideas.*

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### Listening Obstacles

- Speaking / listening rate gaps
- Physical distractions
- Emotional deafness
- Boredom & disinterest
- Lack of concentration



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### Listening

- Use empathy
- Listen for total meaning
- Suspend judgment
- Tolerate silence
- Ask questions
- Take notes



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### Persuasive Words



- You
- Guarantee
- Money
- Love
- Save
- Discovery

- New
- Results
- Easy
- Health
- Free
- Proven

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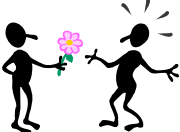
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### Verbal Buffers



- Use people's names
- Say "no" positively
- Ease confrontations
- Convey urgency
- Reflect perspectives

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### Powerful Voice



**Turnoffs**

- Apathy
- Rushed
- Irritation
- Phoniness
- Hesitation

**Delivery**

- Tone
- Articulation
- Pitch
- Volume
- Projection
- Rhythm
- Pace

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### Giving Feedback

- Distinguish between perception and fact
- Focus on specific, observable behavior
- Focus on probable outcome or possible improvements
- Avoid loaded terms
- Deal with emotions first
- Focus on value to receiver
- Give an amount receiver can use
- Share ideas and information



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### Receiving Feedback

- Listen carefully
- Mentally note disagreements without getting defensive
- Check perceptions by paraphrasing
- Ask for clarification
- Evaluate what you've heard
- Gather additional information from other sources
- Act on feedback as appropriate



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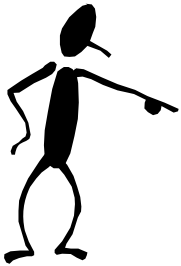
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### Giving Negative Feedback

- Schedule Time / Privacy
- Be direct, not brutal

– Expect

- ACCEPTANCE
- DENIAL
- IGNORANCE
- ANGER
- DEFENSIVENESS



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### Receiving Negative Feedback

- Buy Time
- Confront head-on
- Sidestep the issue

A black stick figure is slumped forward with its head down, representing a person receiving negative feedback.

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### Coaching Effectively

- “Front-load” the why
- Match verbal & non-verbal cues
- Be clear / concise

A black stick figure is holding a trophy high above its head, surrounded by three other stick figures who are cheering and celebrating.

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### Disagree Agreeably

- Respect others
- Listen & support first
- Ask questions
- Be specific & constructive
- Disagree non-judgmentally
- Offer another solution

A black stick figure is standing with its arms raised and hands open, representing a person who is disagreeing agreeably.

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### Leading A Meeting

- Be honest about why you want a meeting
- Stay focused
- Facilitate discussion
- Increase participation
- Get the groups' attention
- Refocus discussion to results
- Handle egos and conflict



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### Participating In A Meeting

- Be prepared (and on time)
- Look confident & interested
- Don't monopolize discussion
- Speak up
- Ask questions
- Sit in a powerful place
- Don't get defensive



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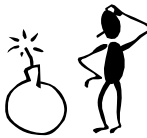
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### Minimize Mistakes

- Give "just the facts"
- Tell who was involved (without finger-pointing)
- Admit responsibility
- Tell who needs to know
- Tell how the problem was fixed
- Have a plan to prevent future mistakes



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### Written Communications

- Use empathy
- Listen for total meaning Suspend judgment
- Tolerate silence
- Ask questions
- Take notes



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### Get The Message

- Listen with understanding
- Agree on definitions
- Determine actions necessary
- Explore possibilities
- Focus on issues



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