



Effective Communication Skills

Session starts at 2pm



HELLO!

I am **Karen Maher**

I am an experienced HR consultant and workforce development specialist originally from the North East of England.

I specialise in coaching, mentoring, mediation and training delivery. I deliver QQI accredited courses including People Management, Supervisory Management and Medical Secretaries

I am also qualified to administer and deliver psychometric tests including EQi2 (Emotional Intelligence) and MBTI (Personality Types).



Overview

The importance of Emotional Intelligence

Adapting your communication style

Non-Verbal Communication

The importance of language used

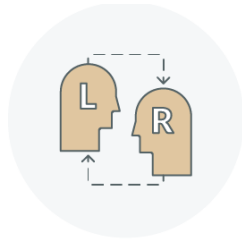
The impact your language has on others

How to respect the boundaries of others

Listening skills

Verbal Signs

General Communication Skills



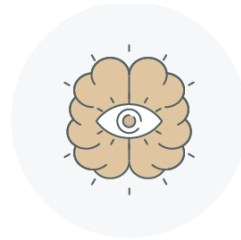
EMPATHY

for listening
and respect



PAUSING

to improve listening
and clarifying skills



INTROSPECTION

to improve
self-understanding



TURN-TAKING

to improve
self-regulation skills



ESTABLISHED PROCEDURES

to include non-verbal
communication



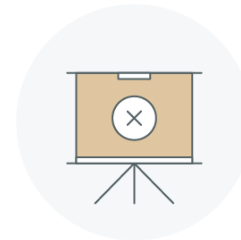
CONVERSATION SKILLS

for productive
dialogue



RESPECTFUL VOCABULARY

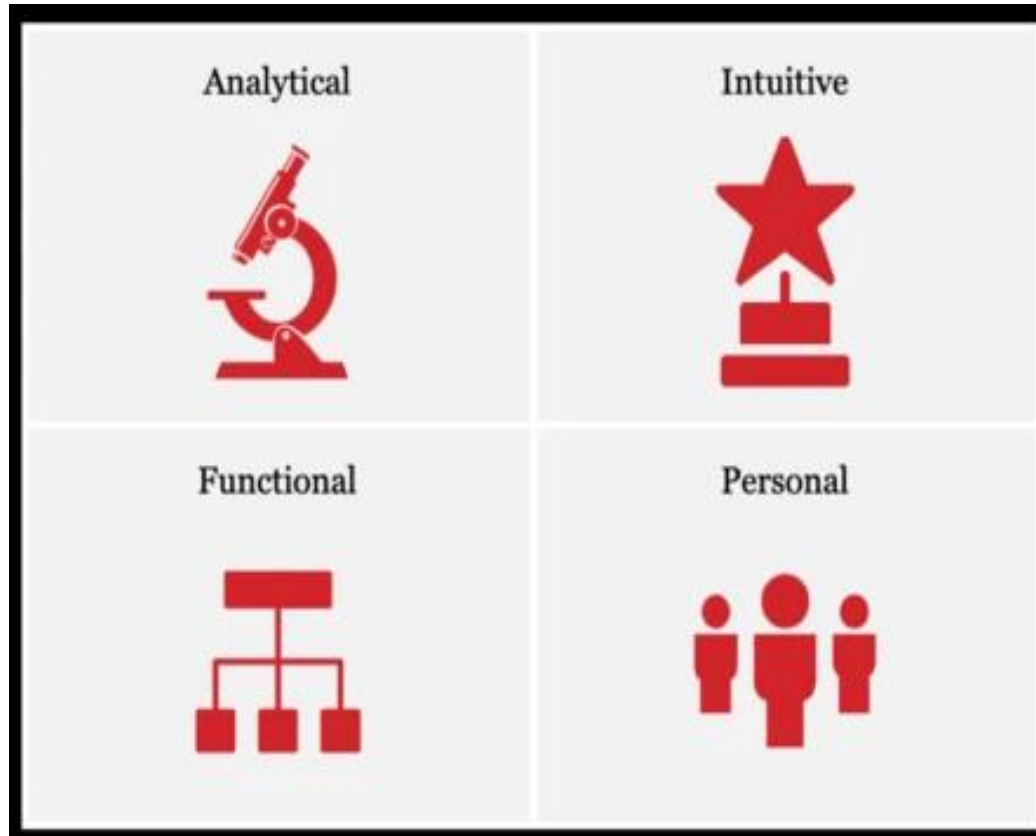
to avoid heated
conversations



PRACTICE IN NATURAL SETTINGS

to raise confidence for
different situations

4 Communication Styles



<https://www.leadershipiq.com/blogs/leadershipiq/39841409-quiz-whats-your-communication-style>

What's your style?

Intuitive communicators are unemotional and freeform. They want bottom-line communications that are short and to the point and that don't waste their time.

Intuitive



Analytical communicators are unemotional but linear. They want confident communications that convey expertise including hard facts and numbers.

Analytical

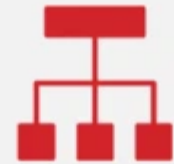


What's your style?

Functional communicators are emotional and linear. They like to have control of the process, so give them process-oriented and linear communications that start at A, and then flow from B to C and all the way to Z.

Personal communicators are emotional and freeform. They want to establish an interpersonal relationship and use emotional language in an informal, friendly and warm way

Functional



Personal



Adapting your style

Which style describes you best?

Which style describes your manager best?

Learning to communicate outside your preferred style is important.

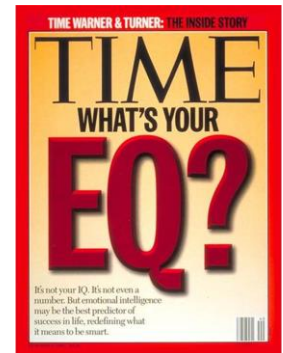
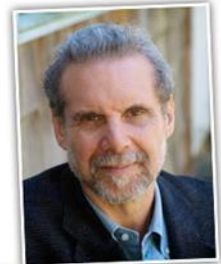


EQ and Communication

Daniel Goleman defines emotional intelligence as,

"the capacity for recognising our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and our relationships."

Those who use emotional intelligence have a greater ability to influence, persuade, and connect with others, which ultimately is all about the way we communicate.



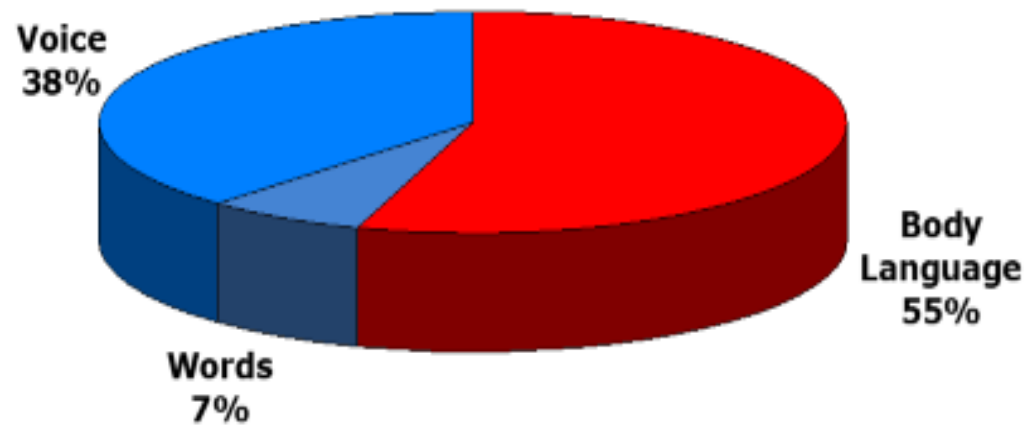
EQ and Communication

By understanding your **emotions** and how to control them, you're **better** able to express how you feel and understand how others are feeling.

This allows you to **communicate** more effectively and forge stronger relationships, both at work and in your personal life.

Modes of Communication

Modes of communication



Mehrabian, Albert "Silent Words" 1981

Body Language (NVCs)

Eye Contact

Posture

Gestures

Smiles

Nods

Handshake

Tone of voice



Communicating

For communication to take place:

A message must be given

A message must be received

A message must be understood



Communication skills

Communication skills

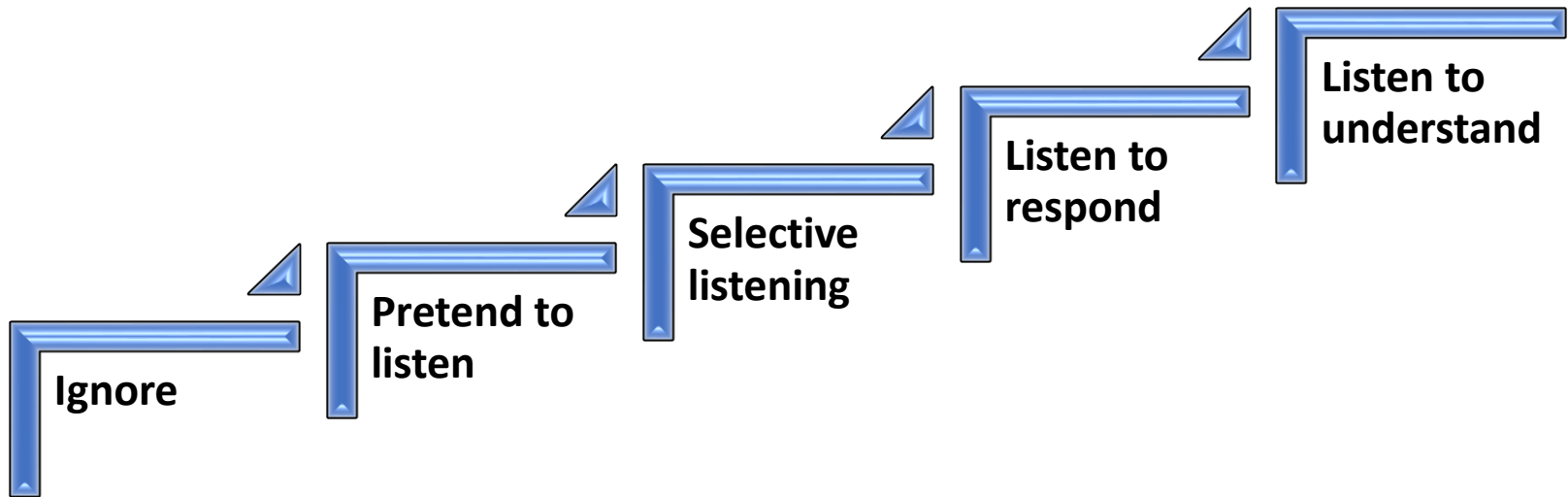
- active listening
- effective questioning

Staying in control

- control the meeting
- control your emotions
- be prepared to negotiate and ready to reach a compromise



Levels of Listening



Active listening in action

- Be attentive
- Look at the other person
- Encourage the person to talk
- Ask questions
- Use non-verbal messages to show interest
- Use silence appropriately
- Empathise with feelings expressed
- Don't overdo the 'technique', be genuine

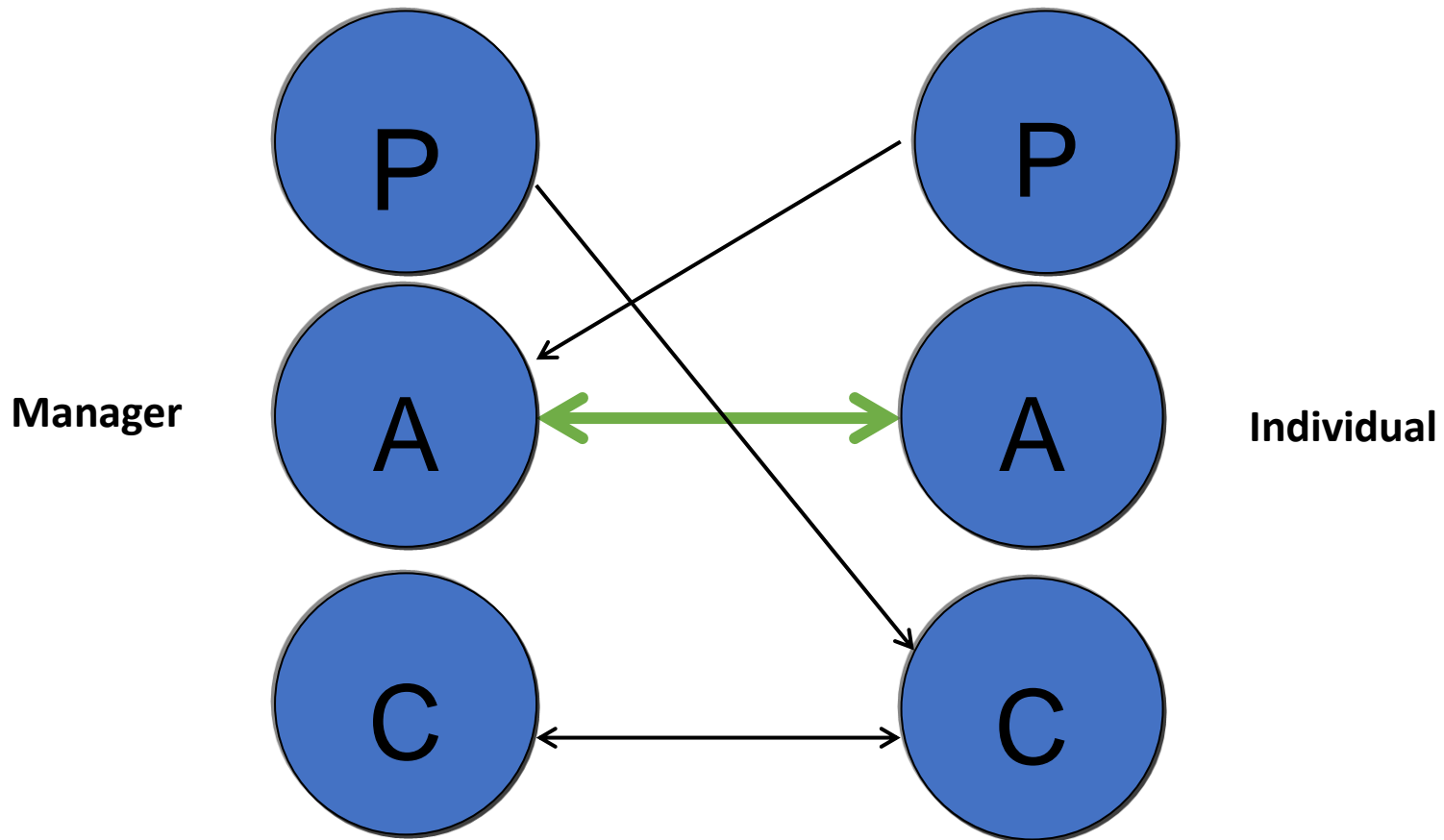
Questioning Skills

Types of Questions	Use
Open Focused Reflective Link	These are good questions to use, provided they are varied
Closed	Consider carefully before using
Leading Multiple	Do not use

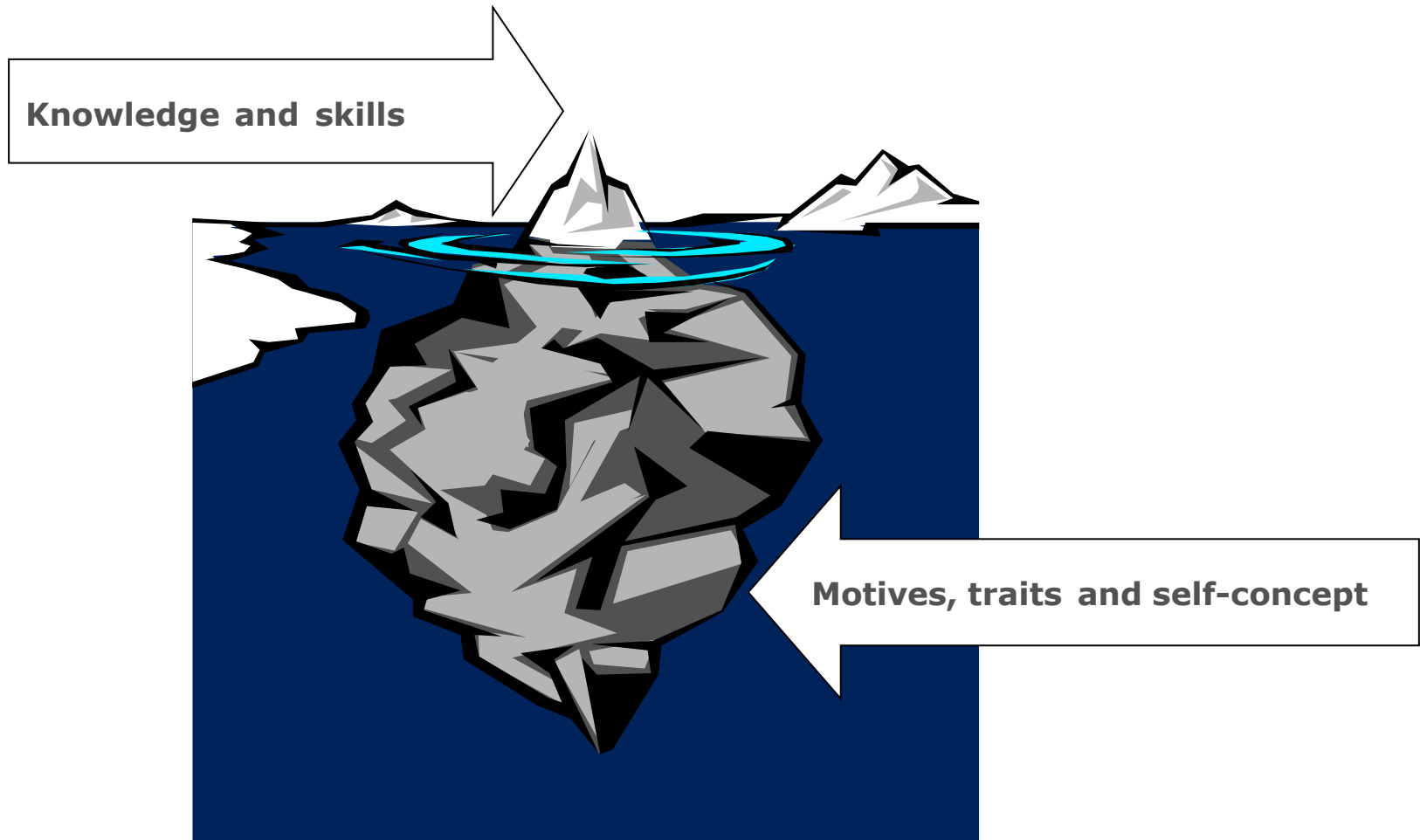
Behaviour

- Your behaviour is everything you say and do
- Your behaviour is directly observable
- Conclusions are based on your behaviour
- Behaviour breeds behaviour
- You can choose how to behave
- You can use your behaviour to help or hinder
- Your verbal and visual behaviour must complement one another

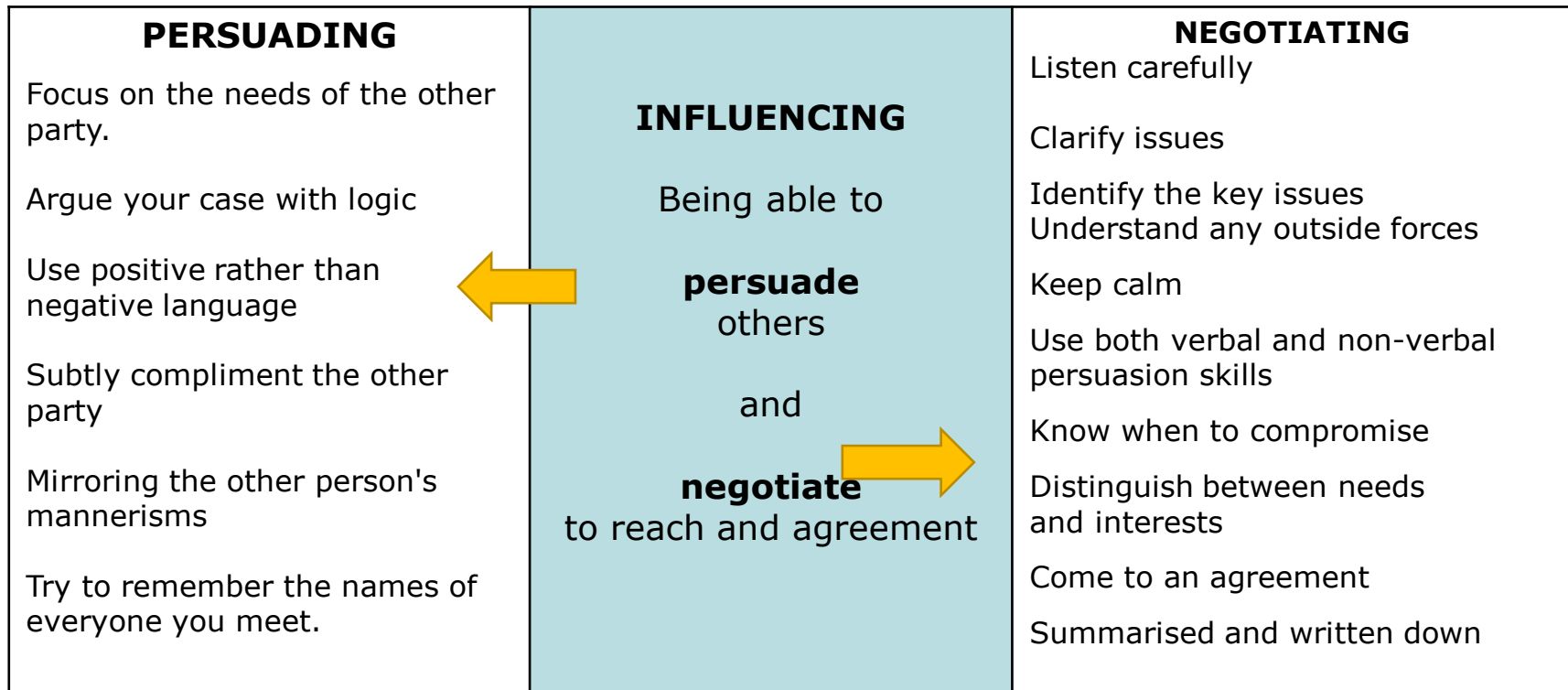
Transactional analysis



What is it about people?



Influencing



Influencing style

Push behaviours

- Telling
- Reasoning
- Using logic
- Disagreeing
- Leading questions
- Threatening
- Arguing

Pull behaviours

- Asking
- Building
- Bridging
- Agreeing
- Encouraging
- Modeling



The 5 Cs of Communication

- 1. Concerns** – focus attention on the needs and concerns of the audience. Don't make the message focused on you or on damage control. Where appropriate, acknowledge the concerns of the people and deal with them directly.
- 2. Clarity** – where possible, leave no room for improper assumptions. The clearer your message is, the more people will believe you are disclosing everything they need to know. When communication is vague it implies that you are hiding something or only revealing partial truths.
- 3. Control** – remain in control of what is being said. When you lose control of the message there is no stopping the flow of inaccurate information. Your whole communication plan needs to centre on remaining in control.

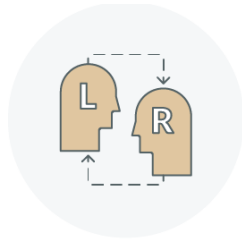


The 5 Cs continued

4. **Confidence** – your message and delivery must assure your people that your actions are in everyone's best interests. It's one thing to deliver bad news openly, and another to effectively convey that you are doing everything you can to minimise the negative impact. Speak with confidence – acknowledge that you can't make everything ok, but make sure people know you're doing your best.
5. **Competence** – convey the notion that you are able to handle the situation and that you have the advice and support of many people (and, of course, make sure that you do).



General Communication Skills



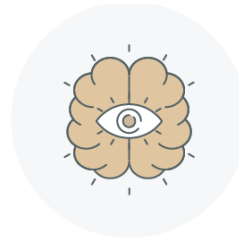
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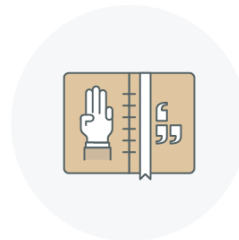
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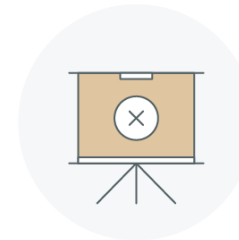
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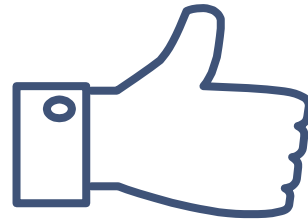
Summary & Recap

Q&A



**GOOD BYE &
GOOD LUCK!**





THANKS!

Any questions?
You can find me at
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