



Foundations of Communication

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Competency Module for All Supervisors

Virtual-Instructor Led

Overall Goal

Upon completion of this Course, participants will be able to:

Describe and personalize the Rawhide Team Norms and the corresponding Communication competency behaviors and be able to utilize these to improve cross-organizational communication.



Foundations of Communication

- Describe, evaluate, and personalize the Team Norms and Communication Competencies
- Describe, evaluate, and personalize the Communication Model as well as the Initiative One “Responding in Real Time” Model.
- Explain and identify the “Foundations of Communication”
- Select a communication foundation and develop one growth action step to focus on for the next for the next 4 weeks.

Impeccable Communication



**Everyone
share in
the chat:**

What are your
challenges when it
comes to “Impeccable
Communication?”

Communicator sends a message

Chooses intent, words, tone, medium/location

Listener receives a message



**“Hears”
based on the
last
exchange
you had with
them**

Feedback

Communicator confirms listener understood message.

Communication does not happen when the message is sent...

Communication happens when the listener understands the meaning of the message.

PAPER CHALLENGE

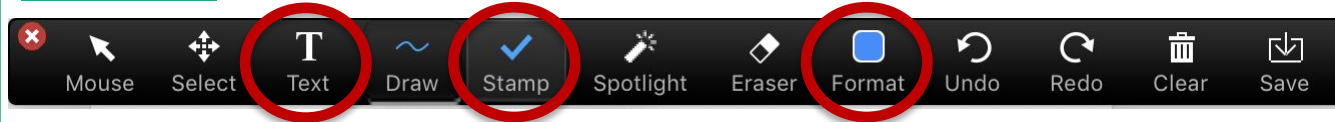
- 1. Take the piece of paper out of your envelope.**
- 2. “When I say go and only when I say go” Turn off your camera.**
- 3. Wait for directions.**

WORDS MATTER

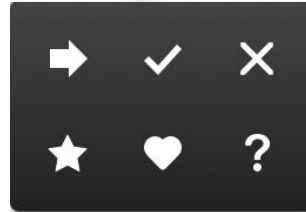
1

Locate the **"View Options"** dropdown at the top of your Zoom window.
Click on the last option, called **"Annotate"**, from the dropdown.

2



Select either the **"Text"** or **"Stamp"** options from the menu.



What are some "Trigger" words for you?

DEBRIEF

Communicator sends a message

Chooses intent, words, tone, medium/location

Listener receives a message



**“Hears”
based on the
last
exchange
you had with
them**

Feedback

Communicator confirms listener understood message.

Communication Techniques

Asking questions to gain insight and context

- **Reflections** – expresses care, checks for understanding
 - *It sounds like you are pleased about your new responsibilities.*
- **Summaries** – longer statement to pull together major points
 - *Let's review what we just discussed.*
- **Affirmations** – statements that encourage people to talk
 - *That sounds good.*

Leaders and Managers
who invest time and energy
into of communication
will rapidly build
trust among employees,
leading to increases in
productivity, output
and morale..

<u>Instructions:</u> Please indicate how much you agree or disagree with the following statements.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I express myself effectively and in a way that engages, inspires, and builds commitment to the Rawhide Mission.	1	2	3	4	5
I consider myself to be an active listener. .					
I use active listening skills including open-ended questions, reflecting, and summarizing techniques.	1	2	3	4	5
I deliver information directly to the appropriate recipient in a respectful manner (Deliver the mail to the correct person).	1	2	3	4	5
I create a climate where information can be shared.	1	2	3	4	5
I ensure that others involved in a project or effort are kept informed and developments and plans.	1	2	3	4	5
I make sure that regular consistent communication takes place where necessary.	1	2	3	4	5
I keep manager informed about progress and problems.	1	2	3	4	5
I give constructive feedback in a respectful manner.	1	2	3	4	5
I receive constructive feedback in a respectful manner.	1	2	3	4	5

Reflection

- What are some of your strengths?
- What are some of the developmental opportunities
- Put a * by the 3 behavior descriptions that are most important to your job right now.

Reflection on Priorities

- What stands out as an opportunity?

Breakout Rooms

- Please share with your Breakout Room.
- (5 Minutes)

Breakout Rooms

- Report Back

ACTIVE LISTENING

Listening is more than hearing the words. Effective listening takes concentration and attention.

- Listen for what is said – the actual words
- Listen for how it's said-the tone, body language emotion.
- Listen for what is not said.

- Are the words and body language congruent?
- Does something not add up or make sense?

Effective Message Sending

- Words matter
- Tone
- Body Language
- Emotion
- Are your words and body language congruent?

<p><u>Instructions:</u> Please indicate how much you agree or disagree with the following statements.</p>	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I show I am paying attention by minimizing distractions and using encouraging body language.	1	2	3	4	5
I listen with empathy and seek to understand not to be right.	1	2	3	4	5
I avoid interruptions and judgements.	1	2	3	4	5
I use clarifying questions when needed.	1	2	3	4	5
I provide feedback when asked.	1	2	3	4	5

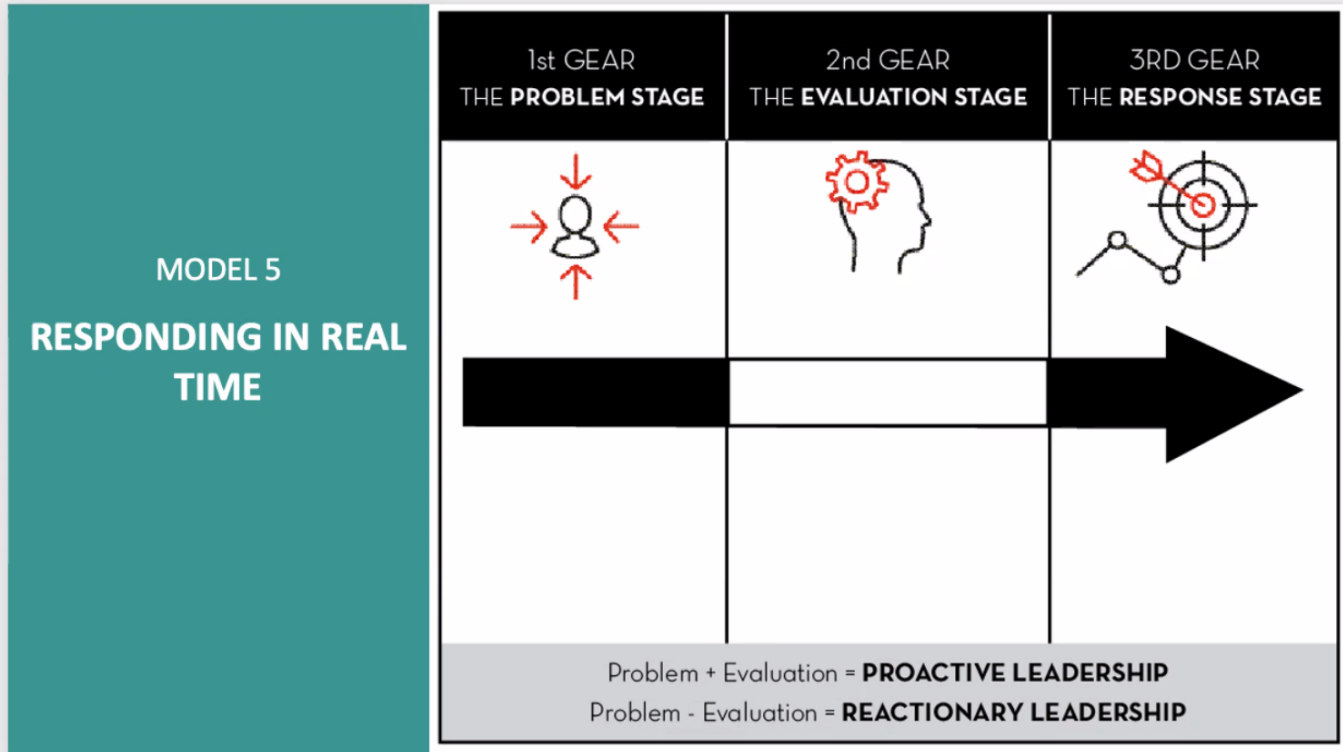
Listening Activity

Listening is more than hearing the words. Effective listening takes concentration and attention.

What is difficult about Active Listening?

Initiative One

How this model apply to communication?

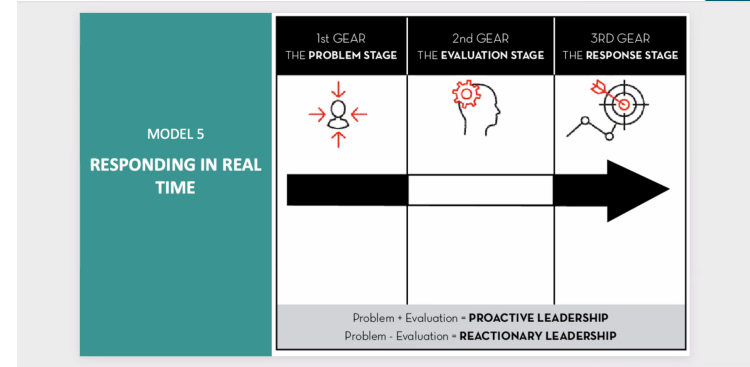


Non-Defensive Communication

First Gear = Situation
Situation you need to address

Second Gear= Preparing your Communication = Proactive
Communication

Third Gear = Responding
Carefully choosing words, tone, response



Reflection
Thank You