





- What is Communication?
- Communication in the Digital age
- Understanding Communication Styles
- Communication Practices for Leaders



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What Are Some Barriers to Communication at Work?



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Possible Answers

- Cultural differences
- Attitude
- Lack of motivation
- Listening skills
- Written communications quality
- Appropriate communication tools for the situation
- Not enough sharing of information



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Understanding Barriers To Communication

Our accumulated experiences, education, and life ways predispose us to **think and act differently**



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Major Barrier

Seeing the world differently

- Generation
- Culture
- Personality
- Experience



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Major Barrier

Not sharing the same **meaning** in the words we use.



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Major Barrier

Being **emotionally** charged around words/ideas.



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Additional Barriers

- Gossip and hurtful statements or humor
- Invasion of privacy or personal space
- Disrespectful listening
- Fault finding and doing so in a negative manner
- Criticizing or mocking someone in front of others



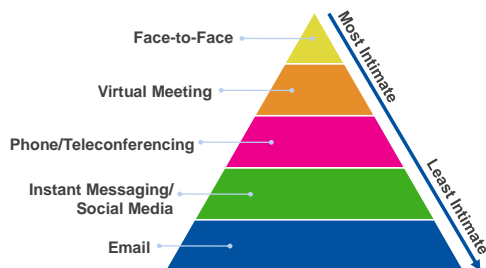
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Communication in the Digital World



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Pyramid of Communication










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Our Meetings Today



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Right Tool for the Job

						
		Email	Collaboration Tool	Video Conferencing	Face-to-Face Meeting	Telephone Call
	Good for	Updating large groups	Casual team discussions and brainstorming	Meetings between dispersed teams	Reaching clearly determined goal in less than an hour	Urgent matters
	Bad for	Time-sensitive collaboration	Sensitive one-on-one business conversations	Routine check-ins	Anything that can be achieved with email or collaboration tool	Situation when you are able to use one of these other tools
	Works well with	Collaboration tool, meetings	Email, meetings	Email, collaboration tool, phone	Email, collaboration tool	Video conference



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Art of Listening

Listening can
be Hard Work!!



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Levels of Listening



Empathetic



Attentive

Ignore

Selective

Pretend



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Reasons that Make Listening Hard to Do

1. Our natural desire is to talk
2. We are judging others
3. We have preconceptions and biases
4. Our egos get in the way
5. We are trying to multi-task
6. We are shutting others off
7. Information overload



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Important Reasons to Listen

- Understand the other person and their message
- Helps to connect with the other person
- Determines the quality of your influence
- Transmits respect, displays empathy, and builds trust
- Listen with the intent to hear and understand

“Seek to understand then to be understood.” Stephen Covey



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Active Listening Tips



- Open ended **questions**
- **Silence** is okay
- Full **attention**
- Don't **interrupt**
- **Paraphrasing**
- Provide **empathy** and support



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“93% Of All Communication
Can Be Non-Verbal.”



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Be Aware of Nonverbal Communication

- Smile
- Tone
- Good posture
- Eye contact
- Facial expressions
- Be engaged



*The most important thing
in communication is
hearing what isn't said*

Peter Drucker



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Conversation Stoppers

Did you
really just
say that?



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Conversation Enhancers

Please tell
me more.
Let's
continue this
discussion.



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Communication Styles

1. Assertive
2. Aggressive
3. Passive
4. Passive-Aggressive



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Great Leaders Embrace the Assertive Style

- Make honest, clear, brief statements
- Use "I" statements : I'd like, I appreciate, I think
- Distinguish between fact and opinion
- Use good judgement to make decisions
- Ask, don't tell



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Things We Can Do

- Communicate Assertively
- Focus on mutual interests not position
- Be self aware of your communication



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Keys to Communicating Like a Leader


- Desire
- Be present
- Be personable
- Be adaptable
- Listen actively
- Seek feedback



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Moving Forward



"To know and not to do, is not to know". Leo Buscaglia



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What is one thing you learned in this session that you will take action on starting today?

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Thank You!



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