4 Important factors in communication
- Intent
- Criteria, expectations or needs
- Content
- Process

Objectives for today
- Employ the 4 essential factors in communication and avoid getting pulled away from your intent
- Develop awareness of the impact your visual, vocal and verbal image has on others
- Practice the three keys to active listening—essential to reducing defensiveness
- Exercise Verbal Akido to become less of a target for negative behaviors
- Take care of yourself!

What lies in our power to do, lies in our power not to do.”
—Aristotle

Process—message they receive
- How we look 55%
- How we sound 38%
- Words we choose 7%

If our message is incongruent!

“The greatest problem with communication is the assumption that it has taken place.”
—George Bernard Shaw

Common deviations from our intent
- Defending ourselves
- Saving face
- Seeking revenge
- Avoiding embarrassment
- Wanting to win
From Crucial Conversations

How to Stay COOL When Things Heat UP!
www.YourCommunicationConnection.com
Focus on a specific situation

"What you are thunders so, I cannot hear what you say."
—Ralph Waldo Emerson

Listen to your voice
1. Listen to your voice mail message
2. Rerecord your message
   a. When you're not smiling
   b. And when you are smiling!
3. Next time you leave a message—and have the option—play it back

The sound of your voice
- Tone
- Volume
- Pace
- Pitch

Think about the situation you just described. How might the way you looked or the way you sounded have helped escalate the situation?

What's my intent?

Reduce the differences...improve communication
"Most people do not listen with the intent to understand; they listen with the intent to reply."
—Stephen R. Covey

Active listening—a crucial communication skill
- Clarifying
- Pacing
- Backtracking

Practice in groups of three
Person A = listener, Person B = talker, Person C = observer
1. Person A, ask Person B, "What do you consider your greatest challenge when things heat up?"
2. Person B, tell them whatever you think is important for them to know about you and your challenge.
3. Person A, listen actively & attentively! Clarity, Pace, Backtrack
4. Your job is NOT to solve their challenge!
5. Person C, jot down the observer: Note specifically how Person A asks clarifying, pacing and backtracking and how their body language and facial expressions let Person B know they are talking. Do not participate—just be the observer.
6. You'll have four minutes. Then, Person C, share specific examples of what you observed.

Do others perceive you as someone who listens? Or, do you appear distracted, uninterested or eager to end the conversation? What do you need to work on?

What's my intent?

"Insanity: Doing the same thing over and over and expecting different results."
—Albert Einstein

Exercise Verbal Aikido

WII-fm

Think about the situation you described. Could you have applied any of these techniques?
"No one can make you feel inferior without your consent."
— Eleanor Roosevelt

"No matter what you do or say to me, I'm still a worthwhile person."
— Jack Canfield

"You grow up the day you have your first real laugh at yourself."
— Ethel Barrymore

Remember to breathe!

Take care of yourself

What's my intent?
What do I really want here?

Your action plan

Lizard brain!
What's my intent?

"Blessed are the flexible, for they shall not be bent out of shape."
—Michael McGriffey, MD

"What lies in our power to do, lies in our power not to do."
—Aristotle

Thank you!
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