

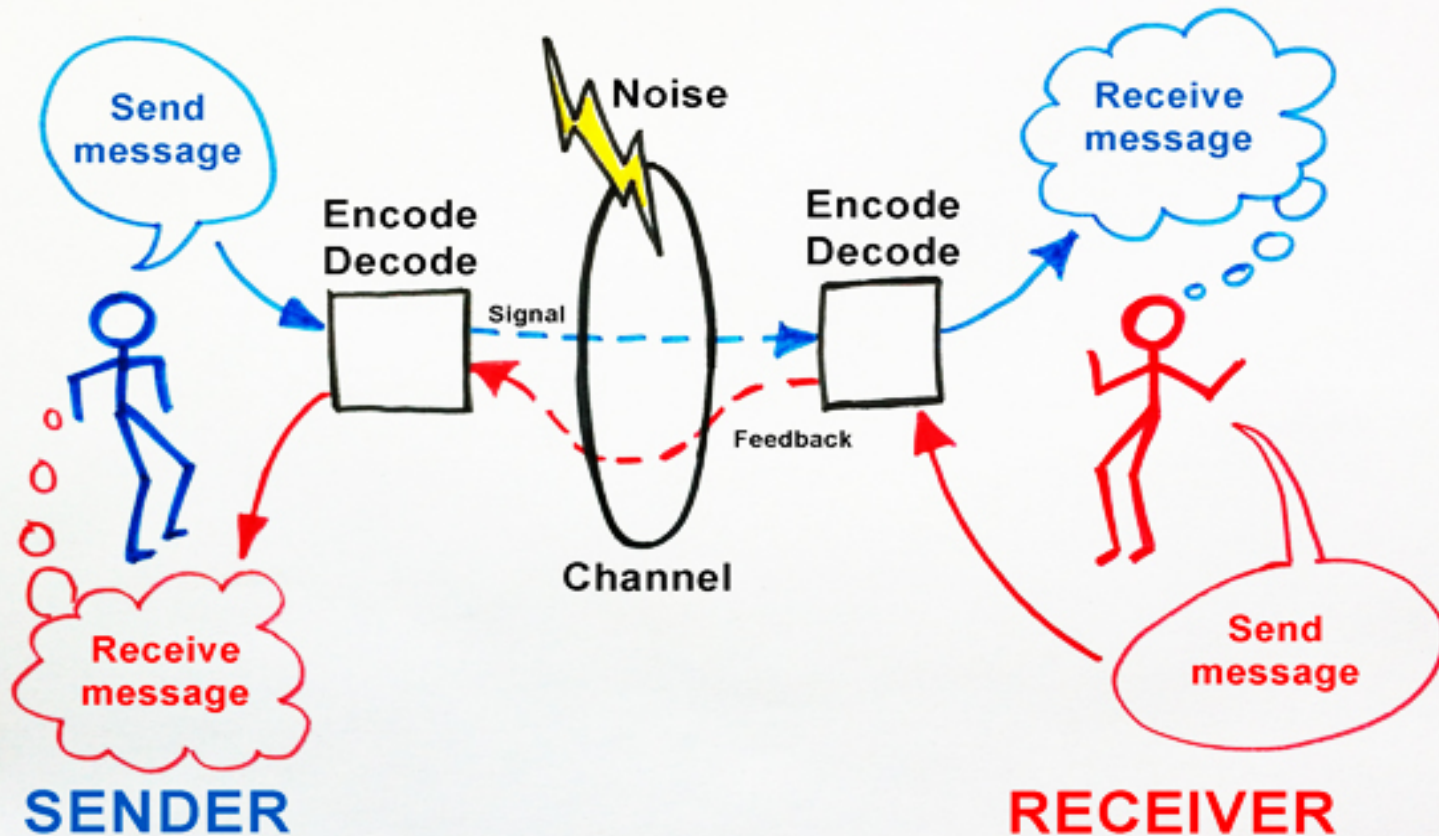


Getting your message across: the art of effective communication

- The communication process
- Barriers to communication
- The four communication styles
- How to use assertive communication to get your message across



The Communication Process



The Shannon-Weaver model of communication

Common barriers

- Distractions
- Too much information use of jargon/technical language
- Message given too quickly
- Use of jargon/technical language
- Cultural diversity
- Poor listening
- Difference in perception

Preparing to communicate: the 'What'

- What I want to say: my message
- Who I'm saying it to
- What else am I thinking about?



Communication styles: the 'How'

Passive



Assertive



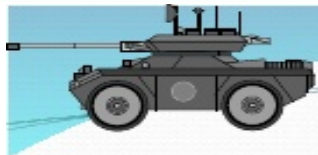
Indirectly-aggressive
(or passive-aggressive)



Aggressive



10 Most Unwanted: which comms style?



THE TANK



THE SNIPER



THE GRENADE



THE KNOW IT ALL



**THE THINK
THEY KNOW
IT ALL**



THE YES PERSON



THE MAYBE PERSON



THE NOTHING PERSON



THE NO PERSON



THE WHINER

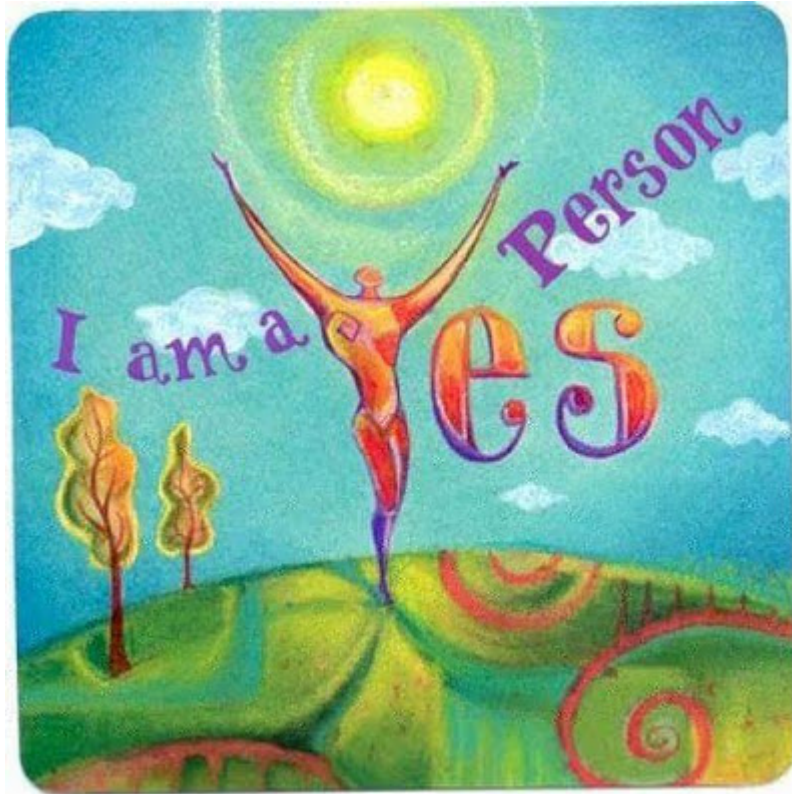
Aggressive style



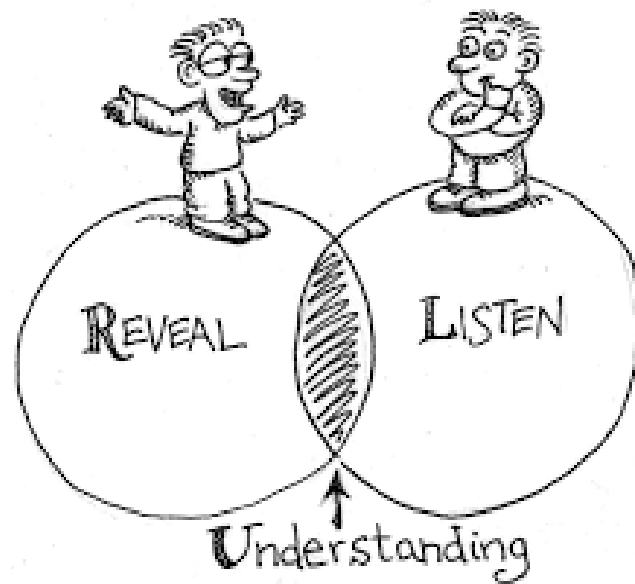
Passive aggressive style



Passive style



Assertive style



Paraverbals

- The message we transmit through: Tone, Pitch, Pace
 - ❖ *I didn't SAY you were lazy*
 - ❖ *I didn't say YOU were lazy*
 - ❖ *I didn't say you were LAZY*

Listening

- Listen with the whole body
- Face the other person squarely
- Keep an open posture
- Keep an appropriate distance
- Keep appropriate facial expressions
- Wait until the other has finished speaking

Using assertive comms + active listening

- Do you have a minute?
- I've noticed / I'd like to talk with you about
- My feeling is..... and I'd like.....
- And that would mean.....
- How does that sound? / when can we meet again and review?

Using assertive communication

- Understand that your rights, thoughts, feelings are **as** important as everyone else's.
- And that they are not **more** important than anyone else's, either.
- Know that you can't do everything or please everyone and learn to be OK with that.
- Say what's on your mind, in a way that respects the other person's feelings.