

Intro Breakout What Did You Say?



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Friday, April 15 – 10:30-11:45 a.m.

What Did You Say?

2016 FCSI-TA Conference

April 15, 2016

Learning Objectives

At the close of this session, participants will be able to:

- Develop skills that enhance a proactive, collaborative approach to communication.
- Demonstrate greater insight into the role of a consultant and his/her approach to communication.
- Exhibit the ability to adapt your approach and style to be most effective in the areas of active listening and social awareness.


Competency Focus

Communication

- The ability to effectively exchange and create a free flow of information with and among various stakeholders at all levels of the organization to produce impactful outcomes.

Social Awareness

- The ability to accurately pick up on emotions in other people and understand what is really going on with them. Listening and observing are the most important elements of social awareness.

A black and white photograph showing a person's hand holding a rectangular card. The card has the text "i'd like to get to know you better" printed on it. The background is a dense forest with many trees and some white blossoms visible on the right side.

i'd like to get to know you better

*“The most important thing in communication
is to hear what isn’t being said.”*

Peter Drucker

Communication Guidelines

- Be brief and concise (15-30 seconds)
- More Questions/Fewer Solutions
- Summarize Frequently
 - “Here’s where we are”
 - “I hear you saying”
- Invite everyone to share views



Effective communication
is one of the building
blocks of career success

Start with Conversation Goals

- What do I need to talk about?
- Why do I need to talk about it?
- What outcome am I seeking?
- How do my outcomes compare with the listener's outcomes? Should I adapt?
- When the conversation is completed, the result I seek is:

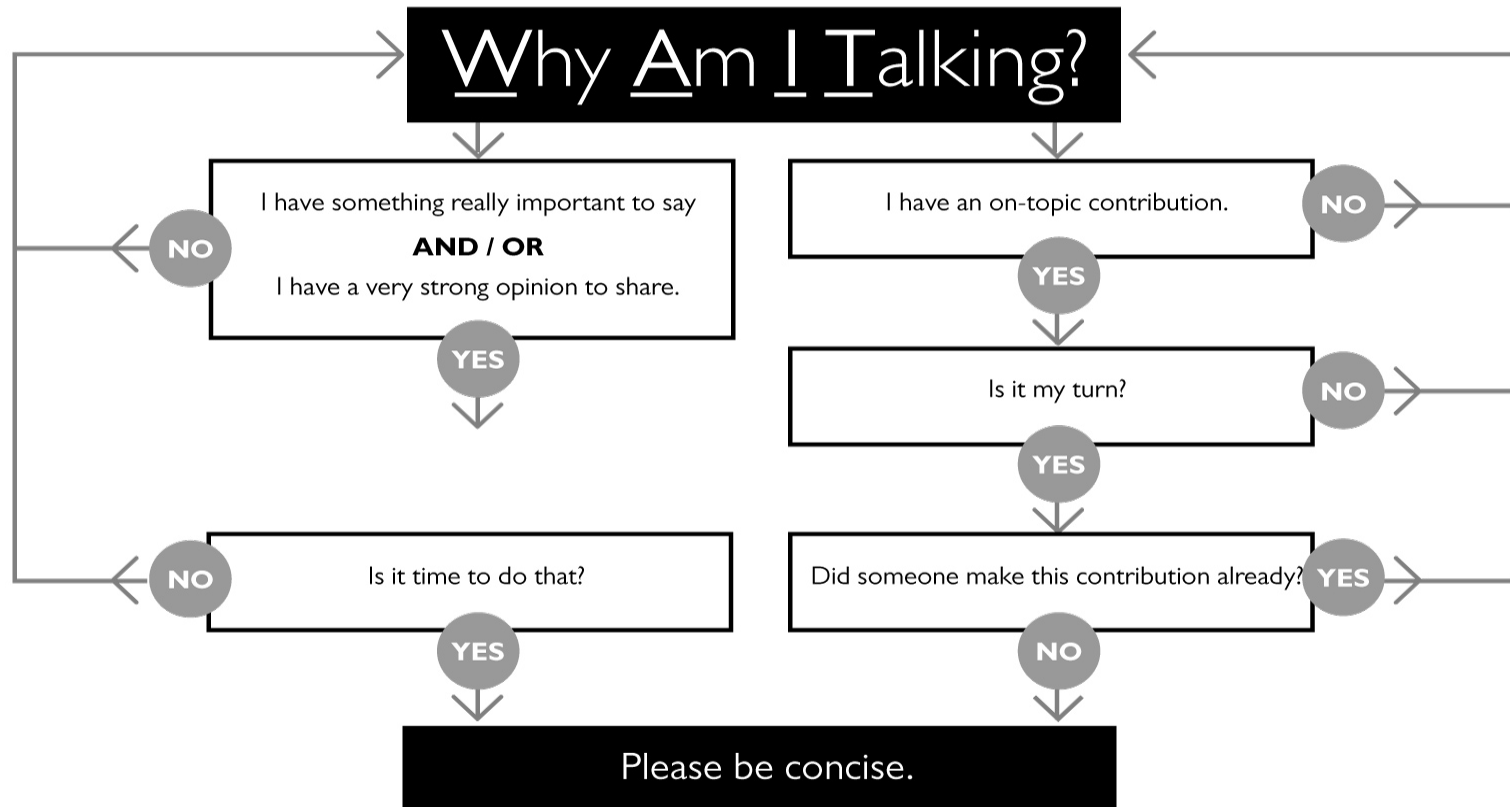
Communication Tips

- Be open, direct, and honest
- Practice active listening
 - 20/80 rule:
20% talking 80% listening
 - “I hear you saying”
- Probe and question



Better meeting guidelines - please consider before you begin

W.A.I.T.



Communication Skills Survey

Take the communication skills survey in
your handout

After completing the survey, take a few minutes
to reflect and set some actionable goals for
improving your communication skills

*“The biggest communication problem
is we do not listen to understand.
We listen to reply.”*

*“I remind myself every morning.
Nothing I say this day will teach me
anything.*

*So if I’m going to learn,
I must do it by listening.”*

Larry King

Active Listening

The ability to focus attention solely on the speaker, seeking understanding about their perspectives and accurately interpreting the unspoken or partly expressed thoughts and feelings.

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Active Listening Tips

- Engage with speaker
- Don't interrupt
- Ask open-ended questions
- Summarize and paraphrase to check understanding

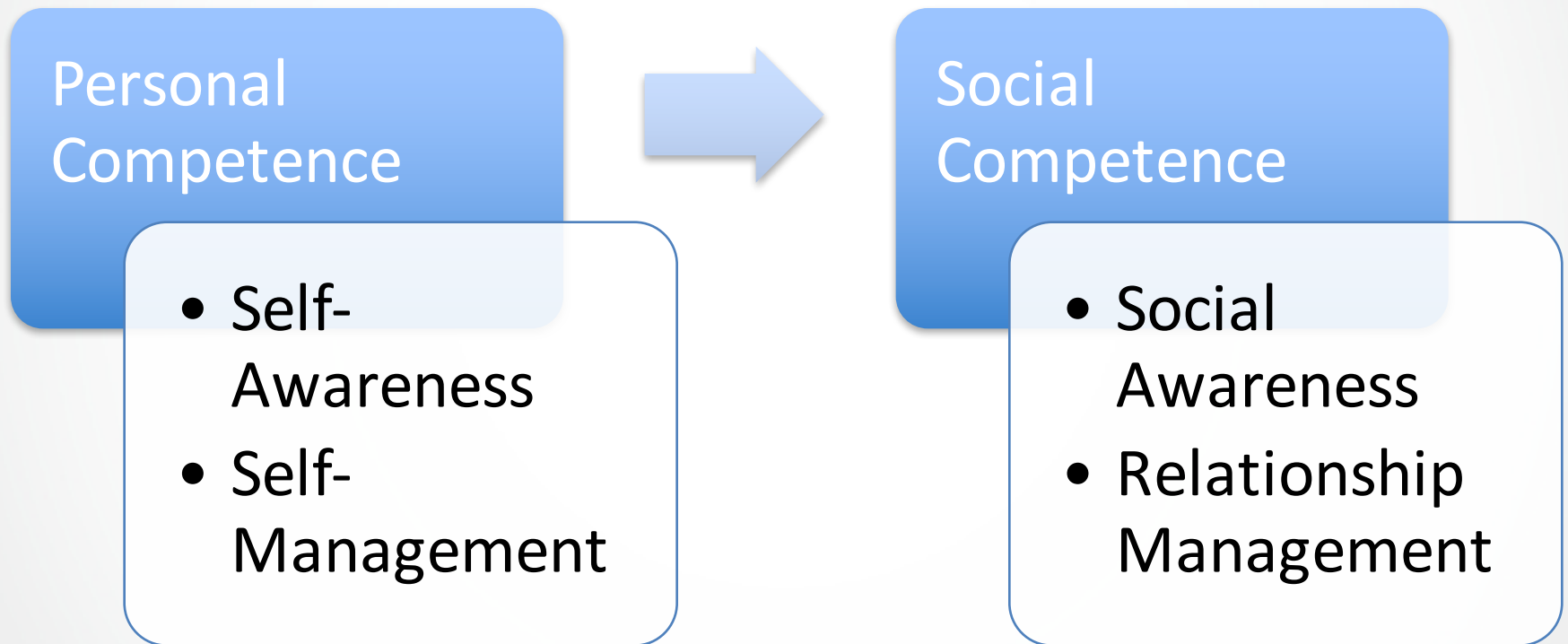


Poor Listening Habits

- Listening but not hearing
- Rehearsing
- Interrupting
- Hearing what is expected
- Feeling defensive

Let's Practice Active Listening Demo

Emotional Intelligence



Social Awareness

Elements

- Pick up on emotions of others
- Understand what is really going on

Skills required

- Listening
- Observing
- Focus
- Discern critical information

Social Awareness Exercise

Choose a card that represents your life at this time either personally or professionally.

Take a break and come back to the Circle.

Reflect

What did you learn about
Active Listening?

What did you observe relative to Social
Awareness?

“The important thing is not to stop questioning.”

Albert Einstein

Activate Your Skills

On the last page of your handout there is an exercise you can do in the next two weeks to develop your active listening and communication skills.

Email me and let me know what you discover!
janet@deltablvd.com

“We have but two ears and one mouth so that we can listen twice as much as we speak.”

Thomas Edison

THANK YOU!



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Sources

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