

Communicating Effectively



City Hall in Johns Creek, GA

Today's Objectives

- Identify communication preferences and styles
- Adapt your communication style to the situation
- Review Communication Model & Skills
- Discuss Communication Do's and Don'ts

Icebreaker Activity – Communication w/Different Styles

■ Communication Style Inventory

Brown – Decisive & Direct “Get Things Done

Green – Logical, Factual, Analytical “Exchange Information”

Blue – People oriented, Relationship and Supportive “Connect with others”

Red – Rapid Fire, Creative “Expressive”

Learning Styles - Assessment

Visual

Auditory

Kinesthetic



Visual

You learn what you see.

They like to write down directions and pay better attention to lectures if they watch them.

You respond to visual aids such as PowerPoint, flip charts, graphs, pictures, books, handouts, etc.

They easily visualize faces and places by using their imagination and seldom get lost in new surroundings.



Auditory

Auditory learners often talk to themselves. They learn what they hear. They may also move their lips and read out loud.



They respond well to verbal instructions and explanations.

They may have difficulty with reading and writing tasks.

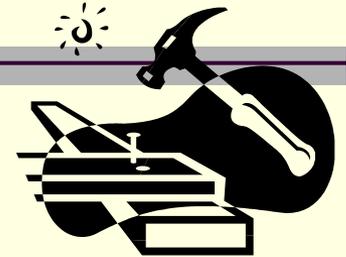
They often do better talking to a colleague and hearing what was said.

Kinesthetic

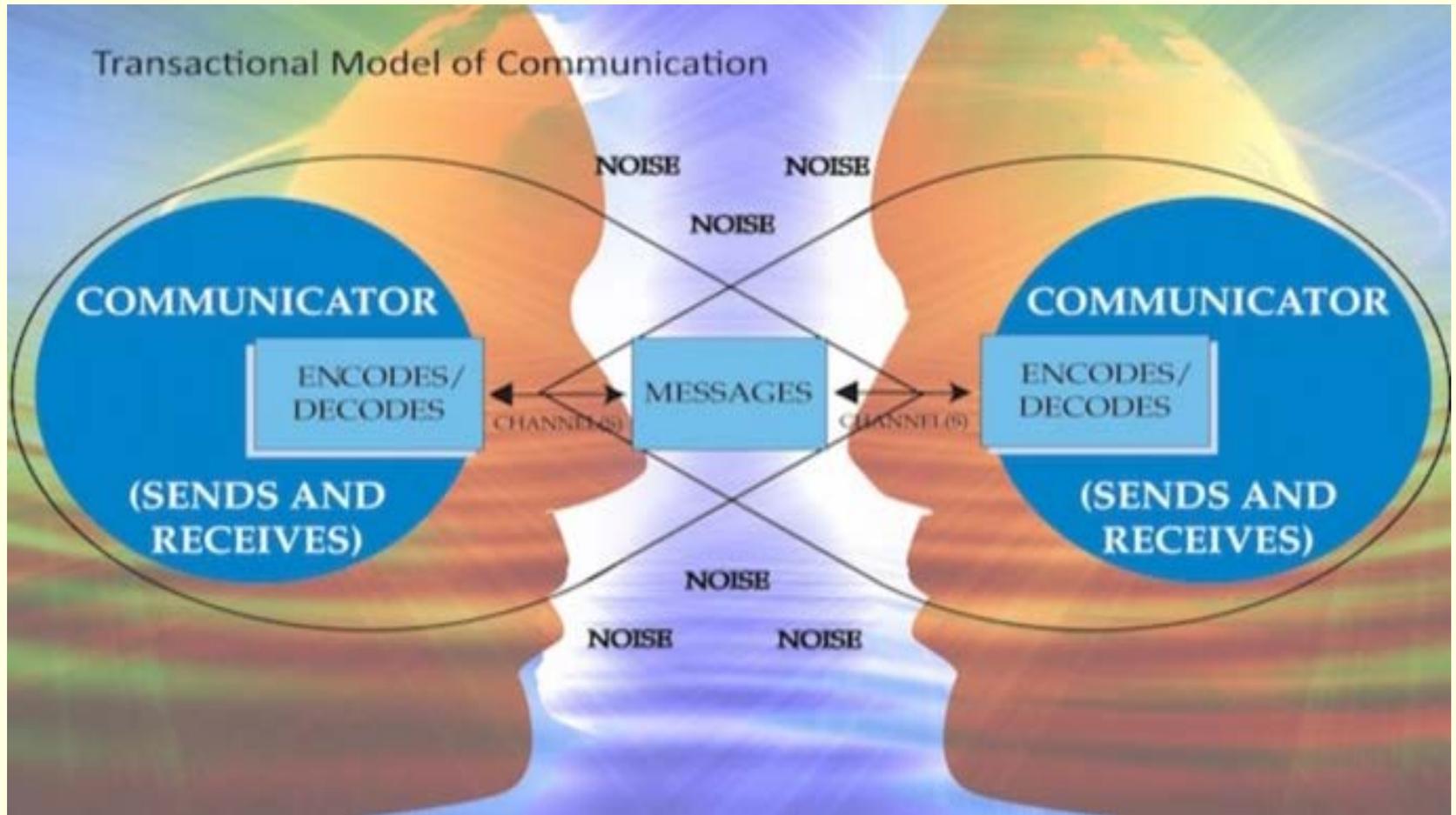
Kinesthetic learners do best while touching and moving. They learn by doing.

You can see it or hear it, but until you do it, you don't get it. When listening to lectures they may want to take notes.

When reading, they like to scan the material first, and then focus in on the details. They typically use color highlighters and take notes by drawing diagrams or doodling.



Effective Communication Skills

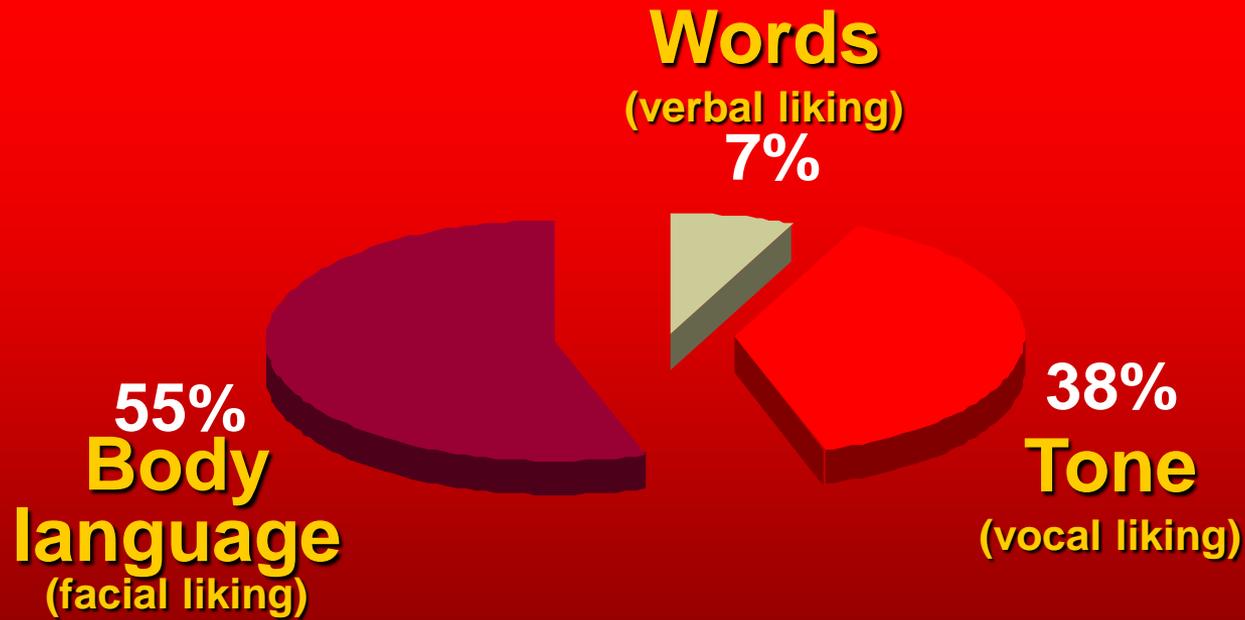


Remember that Communication is a Two-Way Process

Considerations:

- The Listener
- The Speaker
- The Language
- The Environment
- Feedback

Our Messages



Body Language



- **Facial Expression**
- **Eye Contact**
- **Gesture**
- **Posture**
- **Movement**

Tone

**I'm so happy
to be here
with you today.**



Words that Count –

- What's in a name?
- Why are you asking for things?
- Why might a court user be frustrated?
- Why might a court user be defensive?

What happens when there is a disconnect between the words used and the tone of voice or body language?

Power Up Your Listening Skills

- What behaviors indicate that someone is a poor listener?
- What behaviors indicate that someone is a good listener?



Active Listening



How many of us have done the following?

- do two things at once,
- conclude that the complaint is not our fault,
- believe that we know what the individual will say next,
- become annoyed because the individual interrupted something we were doing,
- think of our next response.

The way we listen and behave toward others makes a difference in creating positive relationships.

Listen (with the intent to listen vs intent to respond)

- Prevent yourself from talking:
 - take notes of what the individual says,
 - Summarize internally
- Rephrase what you hear into your own words
- Maintain eye contact
- Summarize and restate



What are the elements to make listening with the intent to listen vs intent to respond?

Steps to Effective Listening

1. Manage the physical environment
2. Actively listen
3. Make an internal commitment to listen
4. Seek to understand
5. Show empathy



Barriers - What Gets in the Way

- Physical and Environmental Factors
- Individual Differences and Assumptions
- Bias, Assumptions
- Emotions, Feels and Reactions
- Low Literacy
- Cross Cultural Communication

Review the barriers on pages 8-9 and discuss within teams. Identify ways to overcome barriers and share with large group.

Self Check - Biases

- Your own biases, prejudices (not only racial, ethnic, or religious issues. What types of crimes really anger you? Do you have a problem with accents? Swearing? Personal Hygiene? Repetitive Questions?
- Advice:

Barriers to Listening – Activity

What do you do to overcome the following?

- Noisy Workspace
- Visual Distractions
- Tiredness
- Pace: speaks too fast or has an accent; speaks too slowly or too much
- Communication is unclear, poorly organized or includes unfamiliar terms
- Expectations about communication (you think you know what the other person is going to say)
- Stress/mental restlessness
- Emotionally charged words or statements

What Did You Say?

Communication Do's & Don'ts



- Identify industry jargon and acronyms that you use that may be challenging for others to understand.
- Are there certain trigger words that can be avoided or eliminated?

Activity Match Word Choice, Tone of Voice and Behavior

If the court user is:

Your response:

- Angry
- Upset
- Emergency
- Stalling
- Friendly

Be Clear and Concise



- Explain your answers
- Provide what you can and cannot do to assist the court user.
- Provide information and education.
- Describe distinctions between legal information and legal advice
- Offer options (referrals for legal help (not specific attorneys) and service centers)

Communication Challenge



Share within your group a challenging or complicated communication story and create suggestions or best practices to share with the larger group.

Communication Summary

- Show Respect
- Listen Attentively
- Ask and invite questions
- Be aware of your tone, (facial and vocal) expression, and receptiveness.
- Communicate purposefully – focus on your real message
- Consider the timing, setting, and social climate
- Confirm understanding (yours/theirs)