

*Communicating to be Heard and
Understood*



Chris Nihil, MA, CEAP

The Spectrum of Communication



- Aggressiveness
- Assertiveness
- Nonassertiveness
- Passive Aggressive

Communication Differences



- Personality Differences
- Cultural Differences
- Gender Differences

Internal Barriers in Communication



- Perceptions
- Expectations
- Personality
- Judgements/Anger

Perception

- Often the way we see the problem, is the problem.
- Dennis Prager - study - found there was little correlation between the circumstances of people's lives and how happy they were.

Expectations



- “We do not see things as they are, we see things as we are”

– The Talmud

Judgements/Anger

- Anger is a healthy, honest, constructive emotion. Anger isn't bad, it's a cue or message that something is wrong that you need to respond to.

Anger



- Anger is not an emotion to be suppressed. Suppressed anger usually festers into bitterness, depression, or physical health problems.

Anger




- Anger dissolves when its root has been expressed and appropriate remedies have been initiated.

Techniques



- I can control:
 - My thoughts
 - My responses
 - My ability to enhance my health, my work, my relationships

- 
- Events & People + My
Reaction or Response =
OUTCOME

- 
- Sometimes it is better to be effective rather than right.



Anger

- Befriend it
- Recognize its message
- Be aware of physical/mental challenges
- Take action
- Stay in control

External Barriers



- Interruptions
- Distractions
- Environmental Conditions

Roadblocks to Communication



- Ordering, Commanding or Directing
- Lecturing
- Ridiculing, Condescending
- Interrogating

Techniques



- Feedback
- Vs
- Criticism

Feedback vs Criticism



- Criticism:
 - Can decrease productivity
 - Lower self esteem
 - Prevent members from taking risks
 - Increase stress
 - Promote poor work relationships

Feedback vs Criticism



- Feedback:
 - Focus on the job, not the person
 - Be specific
 - Be objective
 - Use consideration and tact

Angry People



- Angry People
 - Listen
 - Gather information
 - Empathize
 - Show respect
 - Problem solve

Stress Management Techniques



- Take time out
- Process your feelings
- Understand your physical reactions
- Take action:
 - Do something physical, soothing for yourself
 - Talk to the person - in an effort to resolve the issue