

Become a Captain of Communication

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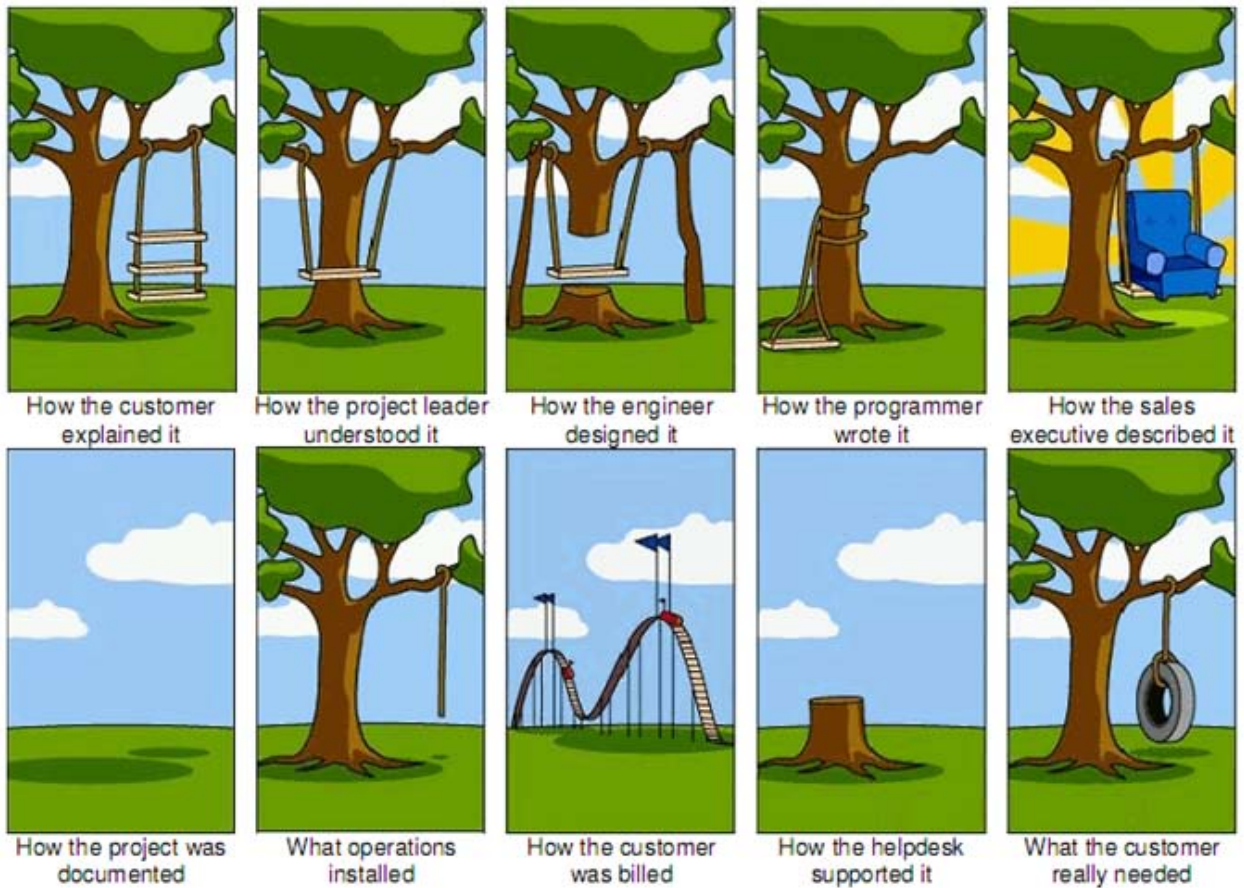
WORKSHOP OBJECTIVES

At the end of this module, participants will be able to:

1. Improve the effectiveness with which you communicate
2. Identify information gaps that could lead to incorrect assumptions
3. Read body language cues
4. Apply practical tips for effective email

COMMUNICATION CATASTROPHES

Do you think that you are a good communicator? Many people would answer that question with a resounding, "Yes!" If this were true, why are there so many communication catastrophes? The cartoon below is a wonderful example of communication gone wrong.



How is it that one simple project could result in so many differing interpretations?

Communication

COMMUNICATION CONSIDERATIONS

“The two words 'information' and 'communication' are often used interchangeably, but they signify quite different things. Information is giving out; communication is getting through.”

--*Sydney J. Harris*

Tips for Effective Communication:

- Prepare
- Don't Assume Anything
- Gather Facts
- Identify Gaps in Information
- Invite Questions
- Listen
- Respect Others' Opinions
- Be mindful of tone
- Confirm Understanding
- Follow Up

READING BODY LANGUAGE

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

–Peter Drucker

We often hear what we want to hear and ignore the rest of the message, the message that is communicated through body language. We can’t just listen with our ears, but we must also listen with our eyes and our intuition.

- What are you seeing?
- What are you sensing?
- Do the spoken words match the body language or say something else?

Work in small groups. Each person is to choose an emotion and convey it using only body language. The other people in the group are to guess which emotion is being conveyed.

angry	depressed	excited	shocked	hopeful
hateful	fearful	frustrated	interested	tired
embarrassed	anxious	confused	grateful	defensive
enthusiastic	lazy	sad	bored	curious



TO EMAIL OR NOT TO EMAIL?

Unfortunately, that usually is ***not*** the question. We live in an electronic society. Email has become our primary method of communication when we are not in close proximity to the person we need to communicate with. While email is certainly efficient, it is not always effective.

Email Considerations:

1. Consider the Message
2. Does not allow any type of discussion
3. Creates an electronic paper trail
4. Review and revise prior to sending the message
5. Use a format that is easy to read
6. Copy only those directly involved in the issue
7. Reply to all only when everyone needs to know your response or input
8. ***KEEP IT PROFESSIONAL!***



ACTION PLAN

In order to more effectively communicate in the workplace:

1. What will you start doing?
2. What will you stop doing?
3. What will you continue doing?
4. Who can help you achieve these goals?
5. What are the desired results in making these changes?