Communication

eliminating racism
empowering women

ywca

YWCA IS ON A MISSION
That's Not What I Heard!
Communication

- **BEHAVIOR** THAT RESULTS IN AN EXCHANGE OF MEANING

- GETTING THE **THOUGHT OR IDEA** TRANSFERRED FROM ONE PERSON TO ANOTHER IN THE **MANNER INTENDED**
Forms of Communication

• AUDIO
• WRITTEN
• BODY LANGUAGE
• VISUAL
• BY EXAMPLE
• THOUGHT TRANSFER
Effective Communication

WHEN THE **BEHAVIOR** OF THE **SENDER** IS **CLEAR**

WHEN THE **RECEIVER** DOES NOT **DISTORT** OR **MISREPRESENT** THE **SENDER’S** MESSAGE IN **ACTIONS** CARRYING OUT ITS INTENT
Barriers

- RACE, RELIGION, NATIONAL ORIGIN AND GENDER
- MAKING ASSUMPTIONS
- EVER-CHANGING LANGUAGE
- STATUS DIFFERENTIAL
- OVER DESCRIPTION
- ENVIRONMENTAL DIFFERENCES
RECALL ABILITY

 사람은 일반적으로 기억하는 것

• What we read 10%
• What we hear 20%
• What we see 30%
• What we hear and see 50%
• What we say or write 70%
• What we say as we do it 90%
Sender Blocks

• TOO MUCH JARGON = lack of sensitivity
• SPEECH PATTERN/TONE ANNOYING = irritating
• NOT CLEAR = rambling
• HIGHLY OPINIONATED = know-it-all
• “JUST MY OPNION, BUT” = self devaluation
• USES “YOU,” “THEY,” “THEM” = blame others
Receiver Blocks

- PREOCCUPIED = unfulfilled personal agenda
- WANDERING MIND = spinning off
- EMOTIONAL BLOCK = ambiguity
- LISTENS ONLY TO AUTHORITY = disrespect
- STEREOTYPES THE SENDER = looks, body posture, differences, etc.
- NOT INTERESTED = doesn’t clarify
Filters

WE ALL HAVE A BUILT-IN SCREENING SYSTEM THAT FILTERS OUT IRRELEVANT MESSAGES
Perceptions

• COMMUNICATION BREAKDOWNS RARELY INTENDED
• PERCEPTION PLAYS MAJOR ROLE
• BE AWARE!
What are we thinking during communication

• WHO I THINK I AM
• WHO I THINK YOU ARE
• WHAT I THINK YOU THINK OF ME
• WHO YOU THINK YOU ARE
• WHO YOU THINK I AM
• WHAT YOU THINK I THINK OF YOU
How we react to communications

• EVALUATIVE - Judging
• INTERPRETIVE - Teaching
• SUPPORTIVE – Assure, Console
• PROBING – Seek further
• COMPREHENDING - Paraphrase
• INFORMATIVE – Straightforward Information
Enhancing Communication

- AVOID COMMAND “You must,” “You have to”
- ELIMINATE THREATS “If you don’t,” “You better”
- DON’T OFFER UNSOLICITED ADVICE “What you should do”
- DON’T BE VAGUE “We need to have a better system”
- AVOID WITHOLDING INFORMATION “You don’t need to know”
Enhancing Communication

- AVOID NAME CALLING
  “You’re getting lazy”
- DON’T PATRONIZE
  “I’m glad you finally..”
- REMEMBER, YOU ARE NOT A PSYCHOLOGIST
  “Your problem is..”
- CONFRONT ISSUES
  “Now’s not a good time”
- ELIMINATE SARCASM
  “Glad you finally made it in on time”
Two Way Communication

• VERBAL/WRITTEN FLUENCY
  – Use language correctly
  – No distracting mannerisms
  – No obvious grammar/pronunciation errors

• LISTENING SKILLS - for
  – Facts/ideas
  – Feelings behind the words - deep listening

• INTERACTION SKILLS
  – Calm, relaxed, even tempered
  – Smooth productive conversations
  – Coordinate interaction with people in teams
Two Way Communication

• OPENNESS/AVAILABILITY
  – willing/able to receive messages
  – seeks out two-way communication

• FLEXIBILITY
  – Selects from large set of possible messages and communication styles
  – adaptive to variety of unique situations
Implementing Two Way Communication

- DEVELOP TRUST - must be EARNED
- OPENLY COMMUNICATE MORE
- BE SPECIFIC - in words, phrases
- GIVE REASONS/BACKGROUND - for understanding change
- BE HONEST
- SHARE INFORMATION
- TALK AS ADULTS
- SOLICIT IDEAS/REACTIONS
- FOLLOW-THROUGH - NO exceptions
- DON’T SET ROADBLOCKS
- ENSURE ACTIONS SUPPORT COMMUNICATION
Defensive VS. Supportive Communication

• EVALUATION VS. DESCRIPTION
• CONTROL VS. PROBLEM SOLVING
• STRATEGY VS. SPONTANEITY
• NEUTRALITY VS. EMPATHY
• SUPERIORITY VS. EQUALITY
• CERTAINTY VS. PROVISIONALISM
Avoiding Defensive Communication

• LISTEN CAREFULLY - Check initial impulse to interrupt
• BE DIPLOMATIC - pay attention to emotions/symbols
• CEASE-FIRE - try another time
• COOL-OFF - Take time to weigh issue
• FOCUS ON THE WORK - examine what person does, not the character
• EMPATHIZE -
• CONSIDER TIMING
WE ARE MEASURED NOT BY WHAT WE ARE, BUT BY THE PERCEPTION OF WHAT WE SEEM TO BE;

NOT BY WHAT WE SAY, BUT HOW WE ARE HEARD;

NOT BY WHAT WE DO, BUT HOW WE APPEAR TO DO IT
Communication Video

• https://www.youtube.com/watch?v=RVmMeMcGc0Y&list=PL4lVGVyDVe1tcuTXR8qA8SuePc9n0rbJ