



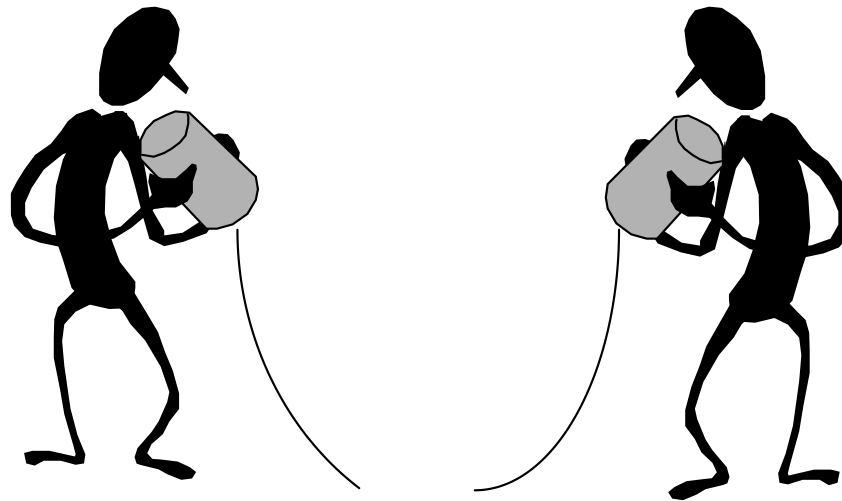
Communication

eliminating racism
empowering women

ywca

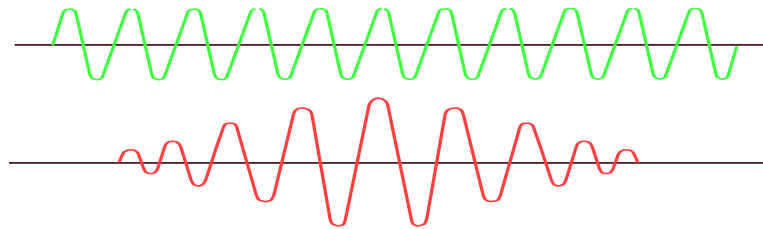
YWCA IS ON A MISSION

That's Not What **!** 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**

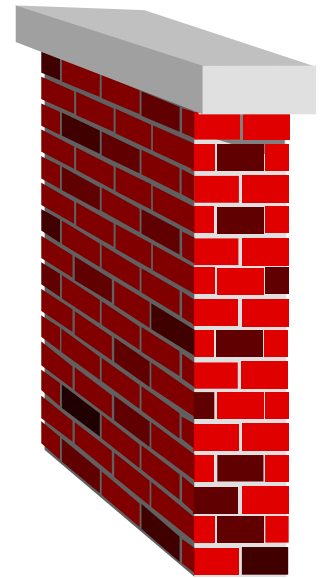
Effective Communication

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

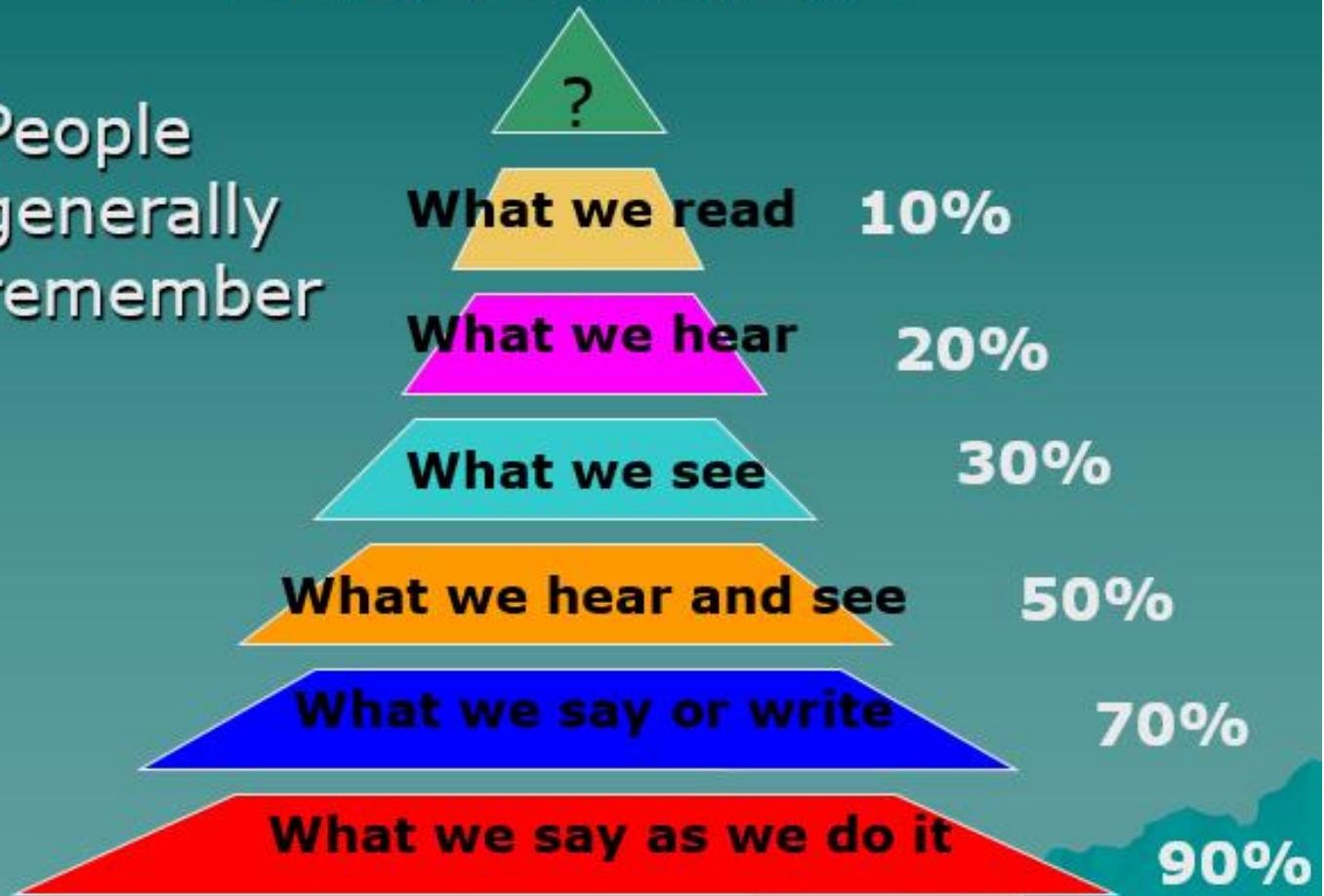
Barriers

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



RECALL ABILITY

◆ People generally remember



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 WITHHOLDING 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=PL4IVGVyD-Ve1tcuTXR8qA8SuePc9n0rbJ>