

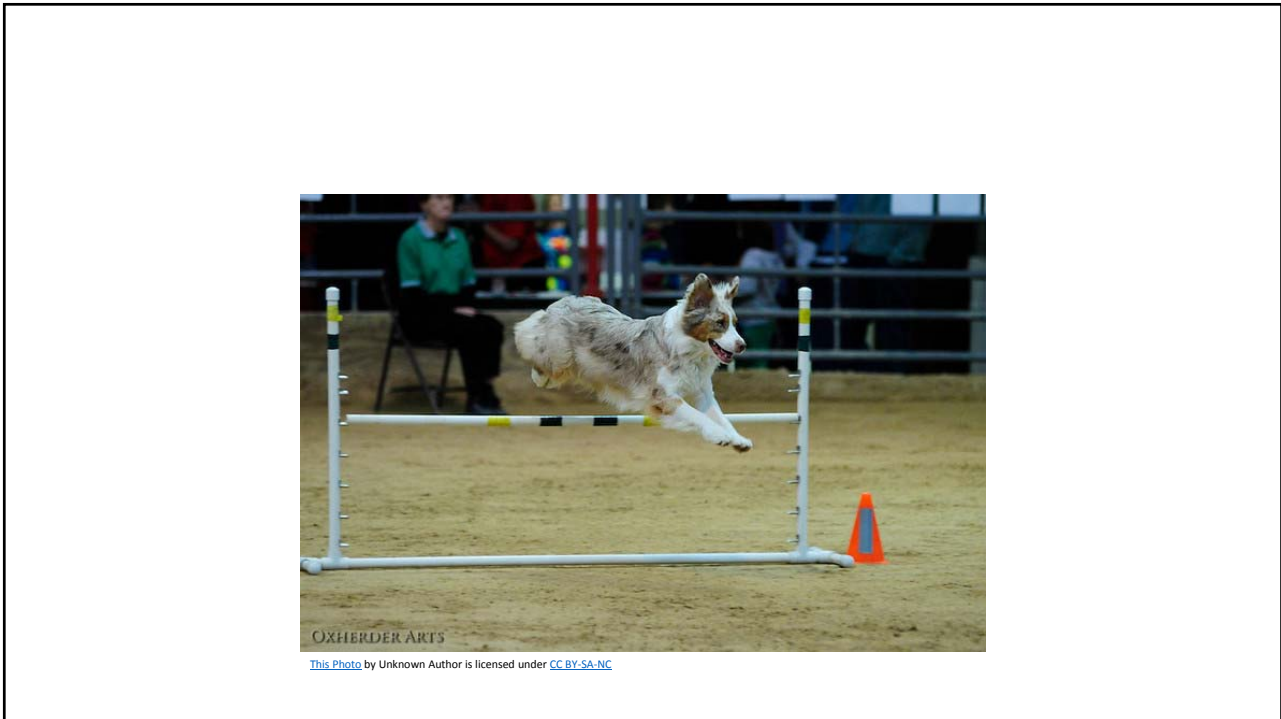
WHAT DID YOU SAY?
WHAT DID YOU MEAN?
WHO ARE YOU?

“The single biggest problem
with communication
is the illusion
that it has taken place.”

George Bernard Shaw



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OXHERDER ARTS

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ALL THESE TERMS TO DEFINE
COMMUNICATION ----

SO WHAT IS MISSING?

WRITE DOWN ONE THING
YOU WOULD CHANGE
TO MAKE COMMUNICATION
MORE EFFECTIVE
IN YOUR SCHOOL DISTRICT

WHAT RESEARCH INDICATES:

- #1 BIGGEST complaint among employees is lack of communication in the workplace.
- One in three U.S. employees are ready to quit their jobs due to poor workplace communication.
- Executives say that miscommunication causes organizations to lost 30% in revenue.
- 50% of employees stress out due to fear of missing important information.

LACK OF COMMUNICATION



Limits the ability to optimize performance



Trust is essential to high performing teams



Key information is being withheld
(us vs. them)



Affects morale;
no loyalty

KEY ELEMENTS WHICH ARE MISSING

LISTENING

UNDERSTANDING

INCLUDING

HEARING AND LISTENING

HEARING IS PERCEIVING SOUND = HEARING A TRUCK GO BY; HEARING A BIRD SING; HEARING A DOOR SLAM.

LISTENING REQUIRES THAT WE BECOME OPEN TO THE MEANING OF THE OTHER PERSON'S WORDS.

WE INACCURATELY ASSUME OTHER KNOW WHAT WE KNOW AND UNDERSTAND LIKE WE UNDERSTAND.

OUR MESSAGE MUST RESONATE AND BE UNDERSTOOD.

WHAT DID YOU MEAN?

NO IN THE !!!

WHAT DID
YOU MEAN?



MISCOMMUNICATION AND
MISUNDERSTANDING MAY BE
CAUSED BY:



GENERATIONAL DIFFERENCES



CULTURAL DIFFERENCES



PERSONALITY DIFFERENCES

TYPES OF
COMMUNICATION

VERBAL

NON-VERBAL

BODY LANGUAGE

WHICH ONE DO YOU THINK
CAUSES THE MOST
MISCOMMUNICATION?

LISTENING AND UNDERSTANDING



WHAT DO I
WANT FROM
THE OTHER
PERSON WHEN I
WANT TO BE
UNDERSTOOD?



GENERALLY
WHAT WE
WANT MOST
IS TO BE
APPRECIATED



TO FEEL LIKE
THE OTHER
PERSON
"GETS US"



LISTENING
TAKES
PRACTICE
AND
INTENTION

THE COMMUNICATION CHAIN

the better you
listen ==

the better you
are
appreciated ==

the better you
are
appreciated ==

the better you
appreciate the
other ==

the better you
appreciate the
other ==

the better
connected you
are ==

the better
connected you
are ==

the better the
relationship ==

the better the
relationship ==

the better the
trust ==

the better the
trust ==

the better the
collaboration
==

the better the
collaboration
==

the better the
teamwork

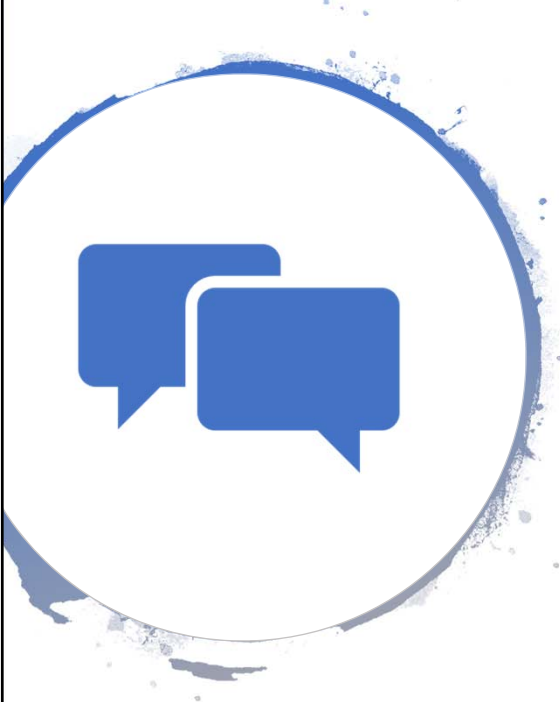
"Service is a smile. It is an acknowledging wave, a reaching handshake, a friendly wink, and a warm hug. It is these simple acts that matter most, because the greatest service to a human soul has always been the kindness of recognition."

THE PRIMARY
COMMUNICATOR
IS
YOU

You are responsible for many different types of communication:

- Telephone
- Email
- Face-to-face
- Presentations
- Letter/memos
- Board minutes

Which is the most difficult?



STEPS FOR CREATING A WILLING LISTENER

1. Ask questions.
Give the person time to talk.
Do not interrupt. (LISTEN)
2. Be flexible.
Look at another's point of view.
When someone feels you are on their side, your interests suddenly become theirs.

3. Empathize; show respect
I can see/hear that you are upset; frustrated; concerned
4. Reorganize; connect
State back what you have heard them say and how it made them feel.
Find a reason that links you to the other person or group.



NOW -- YOU MUST TAKE CHARGE

Many of you have expressed your concern that you are left out of the communication chain.

You feel isolated and alone.

YOU MUST DEFINE YOURSELF AS SOMEONE "IN THE KNOW"

WHO NEEDS TO BE INCLUDED !!!

INCLUDING

- Create your own network and connections within the district.
- Administrators have monthly meetings.
- Teachers have professional development meetings and PLC's.
- Administrative assistants and clerical staff should have monthly meetings also.
- Prepare an agenda for each meeting and stick to it.
- Have a specific goal for each meeting.

INCLUDING

Set goals for the year.

What would you like to accomplish or learn by the end of the year?

Distribute a survey to determine the greatest needs or interests.

INFLUENCING



Conduct the meeting in a professional manner.



Assign someone to prepare a brief summary of what was accomplished.



Keep the summaries in a notebook and give a copy to your supervisor.



Find ways to get to know each other personally and professionally.



Share dilemmas/problems and successful strategies for addressing/solving them.



Bond, unite, and network !!!

WHO DO YOU
THINK YOU ARE?

YOU

You are the **KEY** to successful communication in your school or district.

Continuous effort – not strength or intelligence – is the **KEY** to unlocking your potential.

Your effort and continuous communication is essential.

Make yourself a **COMMUNICATION INFLUENCER!**

FIRST STEP TO BEING AN INFLUENCER

- ACKNOWLEDGE YOUR SKILLS AND ABILITIES
- COMMUNICATE WITH YOURSELF ON A REGULAR BASIS
- REMIND YOURSELF REGULARLY OF YOUR VALUE AND WORTH
- FIND AN INFLUENCER PARTNER

HOMEWORK

WRITE

WRITE A POSTCARD TO YOURSELF

DESCRIBE

DESCRIBE YOUR ABILITIES AS A
SUPER COMMUNICATOR

MAIL

SEND IT TO YOUR WORK ADDRESS

SIGN

SIGN IT IN A CREATIVE WAY

POST

POST IT IN YOUR WORK AREA
AS A CONSTANT REMINDER