



# THE (LOST) ART OF Communication



# *What is Communication?*

*BETTER QUESTION, WHAT ISN'T...?*

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**SPOKEN OR VERBAL COMMUNICATION:** FACE-TO-FACE, TELEPHONE, RADIO OR TELEVISION AND OTHER MEDIA.

**NON-VERBAL COMMUNICATION:** BODY LANGUAGE, GESTURES, HOW WE DRESS OR ACT - EVEN OUR SCENT.

**WRITTEN COMMUNICATION:** LETTERS, E-MAILS, BOOKS, MAGAZINES, THE INTERNET OR VIA OTHER MEDIA.

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**VISUALIZATIONS:** GRAPHS AND CHARTS, MAPS, LOGOS AND OTHER VISUALIZATIONS CAN COMMUNICATE MESSAGES.





## GENERAL PURPOSES FOR COMMUNICATING

1. To Direct
2. To Inform
3. To Persuade
4. To Inspire



## BARRIERS TO EFFECTIVE COMMUNICATION

- The use of jargon.
- Emotional barriers and taboos.
- Lack of attention, interest, distractions, or irrelevance to the receiver.
- Differences in perception and viewpoint.
- Physical disabilities such as hearing problems or speech difficulties.
- Physical barriers to non-verbal communication.
- Language differences and the difficulty in understanding unfamiliar accents.
- Expectations and prejudices which may lead to false assumptions or stereotyping.
- Cultural differences.



# Nature vs. Nurture

Nature: Based on what you are born with, you are limited by what your body and brain is capable of utilizing.

Nurture: Never stops. You are shaped by your upbringing and your environment and constantly being shaped by who you are surrounded with every day.



# EQ - Emotional Intelligence

“Your EQ is the level of your ability to understand other people, what motivates them and how to work cooperatively with them,” says Howard Gardner, the influential Harvard theorist.

# Breaking down EQ

- Self-awareness
- Self-regulation
- Motivation
- Empathy
- Social skills





# Self-awareness

Ability to recognize an emotion.

- Emotional awareness.
- Self-confidence.



# Self-regulation

Ability to regulate that emotion.

- Self-control.
- Trustworthiness.
- Conscientiousness.
- Adaptability.
- Innovation.



# Motivation

What make you strive to improve.

- Drive to Achieve
- Commitment.
- Initiative.
- Optimism.



# Empathy

Recognize how people feel.

- Service orientation.
- Developing others.
- Leveraging diversity.
- Political awareness.
- Understanding others.

# Social Skills

Good interpersonal skills.

...and how technology has changed the landscape...

- Influence.
- Communication.
- Leadership.
- Change catalyst.
- Conflict management.
- Building bonds.



## Integrate...

Learning your EQ...

<https://globalleadershipfoundation.com/geit/eitest.html>

And how to work with your limitations and expectations.  
Don't "ass-u-me."

# Forward (March)...

Us vs Them - Superior/Co-worker/Employee/Vendor/Client/(Anyone)

Remove the ego -- No idea what someone is going through and they don't know what you're dealing with at the moment.  
-- No idea what impact you're making right then - positive or negative

Active Communication - Be present; Respect

# **EMPOWERING** PEOPLE TO EFFECT CHANGE

- Communicate a sensible vision to employees/staff/coworkers.
- Provide the training they need to create a structure.
  - Changing systems or structures that undermine the change vision.





## **EMPOWERING** YOURSELF TO EFFECT CHANGE

- Be the change you want to see in others.
- Always treat every conversation equally.
- Don't forget to active listen and communicate.
- Don't leave someone on "read."



**Questions?**  
**Comments?**  
**Concerns?**  
**Chocolate?**



Thank You!  
Have a nice day!