

*The Art of Communication*TM



TM © Emotional Elevation

Scale of 1 to 10



JOURNAL PROMPT

If you could have one takeaway from the workshop today, what would it be?

What would you be doing at this time today, if not here?

What are your communication goals for 2023?

Benefits of Healthy Communication

Partnering/Co-Creativity - Fun

Common ground

Increase chance of needs met

To influence, or be influenced

Social Desire is satisfied

Idea generation, think tank

Expression





Symptoms of Unhealthy Communication

“Someone didn’t communicate well”(blame)

“I don’t understand?”(confusion)

“Glad, that’s over!”(lack of expression)

“I wish they would elaborate more”(wordless)

“It’s like they don’t hear me”(poor listening)

“is that what you meant?”(misinterpretation)

“I can’t believe they didn’t get that!(disbelief)

EMBRACING THE UGLY

The Hesitator

The Worrier

The Over-talker

The Show-runner

The Avoider

The Tolerator



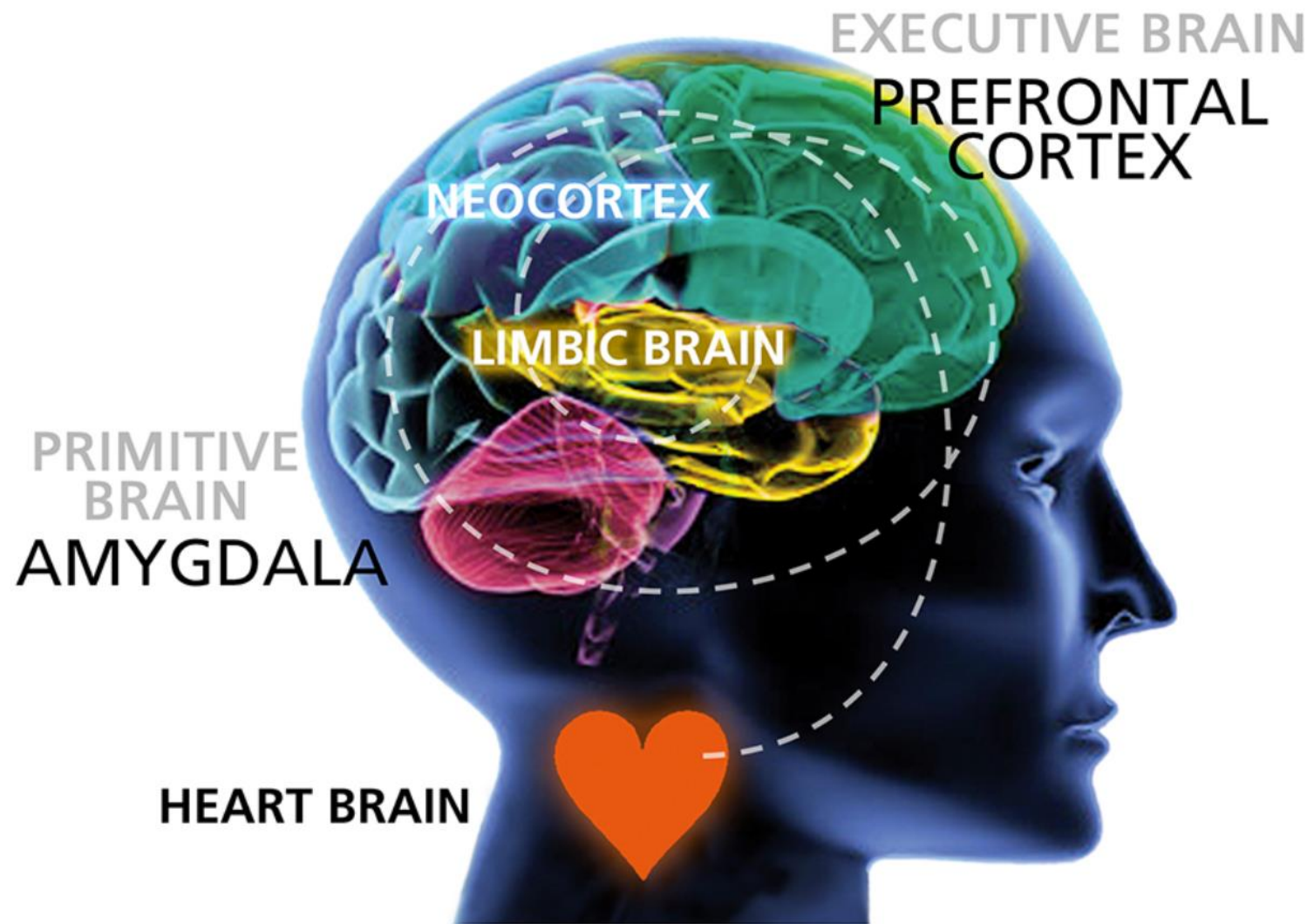
JOURNAL PROMPT

Going backward to go forward

Write about a positive communication you experienced. What about your expression did you feel good about?

Write about a communication you experienced that felt negative. Why do you think it went in that direction?

What would be a healthy communication goal(s) for you for 2023? What relationships would benefit from your goal?





Did you know?

Judgements are made within .07 seconds
from the point of connection with someone.



TRUST

We share a similar view of reality
You have my best interests in mind
I reveal more when I trust
I expect less and over-deliver
Assuming the best in others
Open-hearted
Truthful

EMOTIONAL DISTRICT

We reveal less than we know
Expect more than what is possible
Assume the worst in others

Look at situations with caution
Interpret Communications with fear
Tell secrets we said we wouldn't tell
Say "yes" to avoid confronting the truth





The root of distrust is a “fear of....”

Being excluded

Failing

Being rejected

Feeling stupid

Judged unfairly

Being vulnerable

Looking bad

Being insignificant

Assuming we remember
what people say when
really we remember what
we think about what others
say.



That others see what we
see, feel what we feel,
and think what we think.

Fear, trust, and distrust change how
we interpret reality.



The root of blind spots....

- #1 Your Beliefs about who they are to you and you to them, within the relationship framework.
- #2 Your expectation(s) of how they should be behaving/communicating according to your perception.
- #3 Environment Impact

JOURNAL PROMPT

Going backward to go forward

What beliefs do you hold that may be hindering your communication? Who, What, When do they pop up?

When do you experience unrealistic expectations of others? Think about the feedback you are getting.

What environment do you find the most challenging to be authentically you?



Defensive Listening..... WHAT?

Did you know?



A Harvard study found that people are distracted
47% of the time.

Researchers have concluded that we drop out of
communication every 12 – 18 seconds to process what
people are saying.



Healthy Listening

No analyzing

No judging

Nurturing

Setting aside oneself

Defensive/Distracted Listening

Second guessing

Reactive thinking

Waiting to counter

Wondering eyes

THE 3-MINUTE VACATION

- Get a partner. You will take turns being the “talker” and the “listener.”
- Talker discusses dream vacation for three minutes, describing what they would like best about it, but never specifying where it should be.
- Listener pays close attention to the details, only using non-verbal cues to show they are listening.
- After listening, the listener summarizes the key points of the dream vacation as a sales pitch for the holidays. After they pitch it (a few minutes), the team discusses how accurately the listener understood the talker.
- Switch roles.



Communication



TANGIBLE NEXT STEPS



"OKAY, HERE'S THE PLAN..."

INVENTORY AND PHRASING

Inventory

MIND-FULNESS	WHO	SCENARIO	BLOCKING BELIEF	NEW PERSPECTIVE
Awareness of how a conversation feels to us is the first step. Was it healthy or unhealthy communication for you?	Identify the usual suspects that you struggle with communication. Co-workers, family, friends, or acquaintances.	What was/is the scenario? Reflect on your position and theirs. Reflect on the interaction.	What do you think about that person, the environment? What are your responsibilities with the role? If they are wrong, why?	After review, what would you say if you had a do-over? What is your new perspective? How would you contribute DIFFERENTLY?

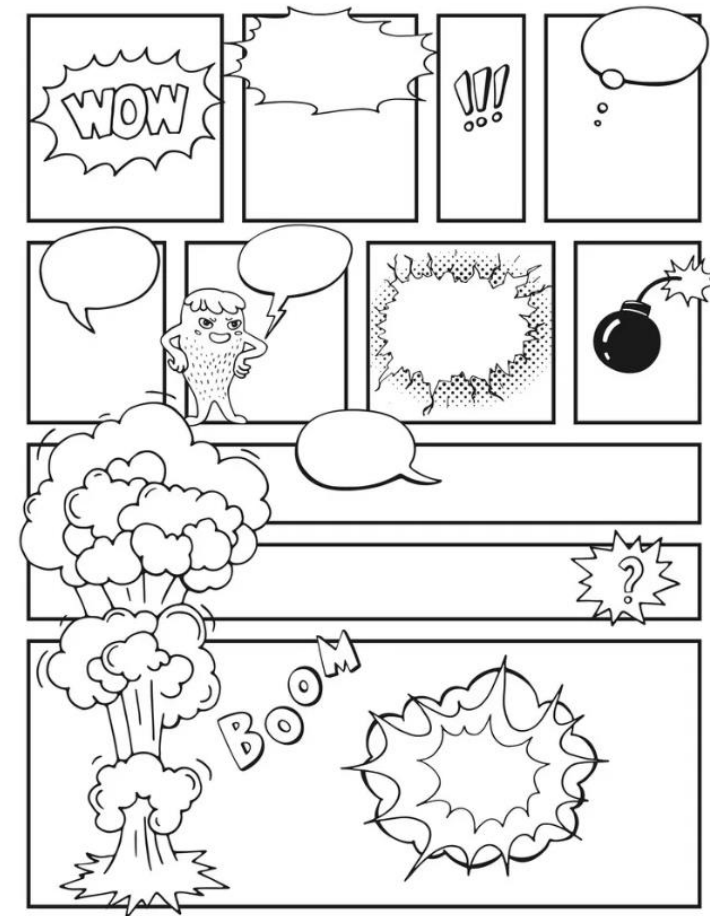
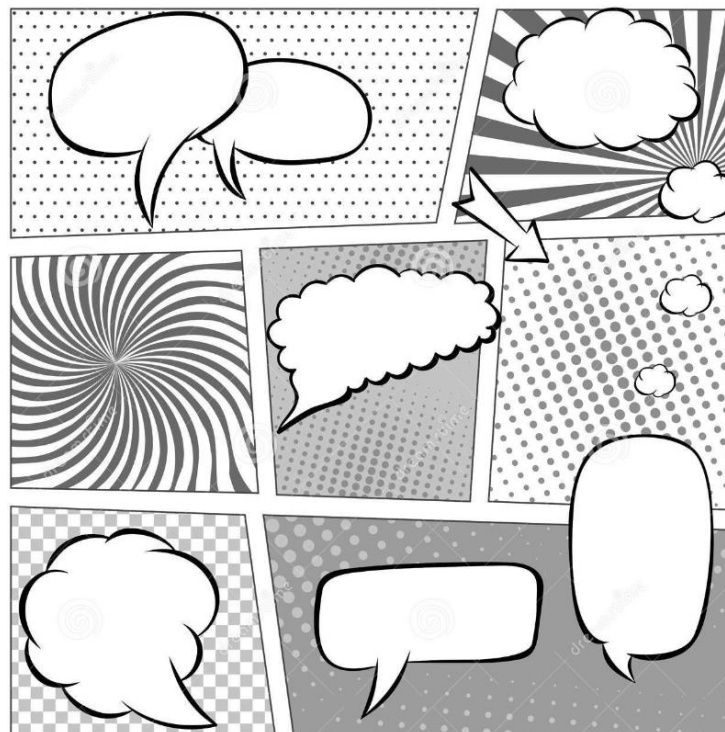
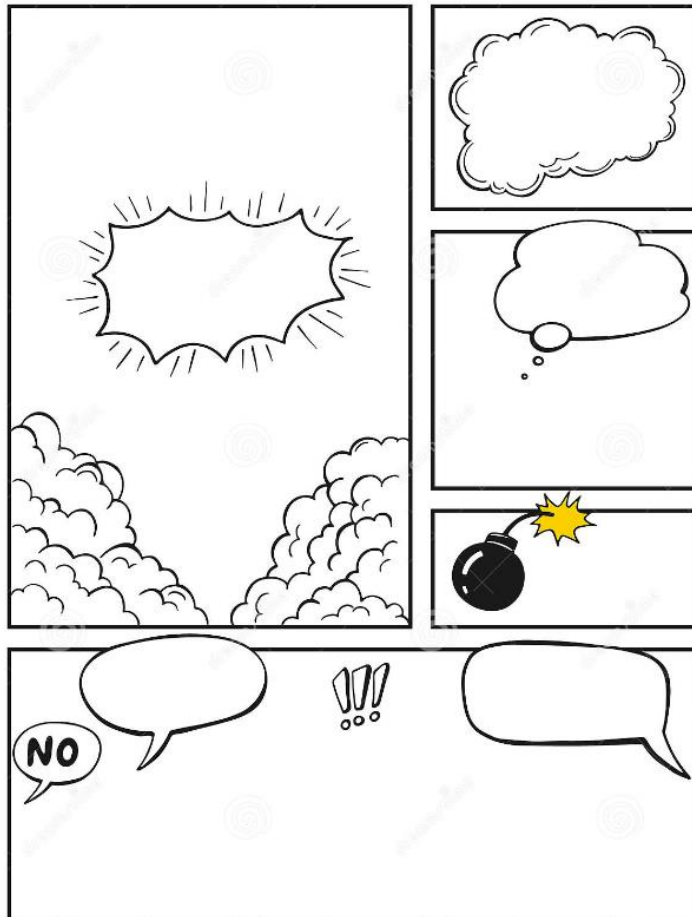
Disagreements	Returning	Pre-Paving	Your Position
Be cognizant of defensive listening. If you are not listening, ask them to repeat what they said.	Returning to the goal is quickly done with healthy communication.	Pre-pave your sentences to soften the delivery.	When we waver on our position, we confuse those around us. Draw a line in the sand so people understand where you stand.
"Would you mind repeating what you said, I want to make sure I understand."	"I have a question, are we all in agreement on the goal? I think we are prioritizing differently."	"Unfortunately,....." This prepares the listener for less than desirable feedback.	"I can see you are passionate about this matter; I feel the same about my position; where do you think we can meet in the middle?"
"I apologize, I didn't hear the last thing you said, would you mind repeating it?"	"I want everyone's o.k. to take a moment to refresh us on the initial intent of the meeting."	"Definitely, I....." This prepares the listener for your confidence in your position.	"To provide more clarity, I will reiterate my position, I apologize if I wasn't clear....."

Phrasing

FILL-IN-THE-BLANKS COMICS

- Create teams of five to six.
- As a team, you will create a comic strip using healthy communication. You will need to decide on the plot together.
- Each team will create a comic strip to be displayed on the wall.
- You have 20 minutes to create the strip.
- Each team will describe their comic strip to the group. Please include any successes or challenges you had with the communication.

I encourage you to pay attention to the environment, action, and characters in the strip to develop convincing dialogue. Talk to one another to create a fun strip!



Q & A

IN
CONCLUSION.....



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KNOW YOUR CRAZY

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