



Effective Communication

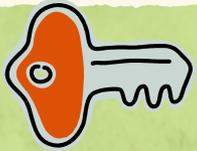
MASE New Leaders Training September 12, 2019
Renaë Ouillette, Exec. Director of Student Services
Lakeville Area Schools
renaë.ouillette@isd194.org

Communication is the most
important skill in life.

Steven R. Covey



Keys to Good Communication



Emotional Intelligence



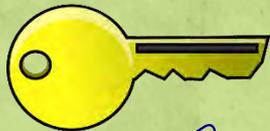
Empathy



Attitude



Effective Listening



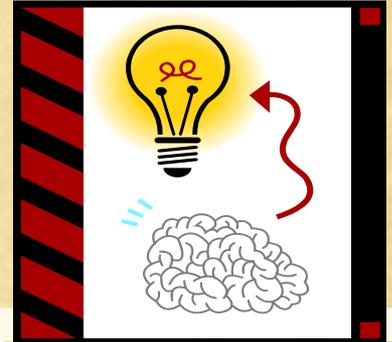
Engagement



Win-Win Mindset

Emotional Intelligence

Managing Emotions Well in Yourself and in Your Relationships

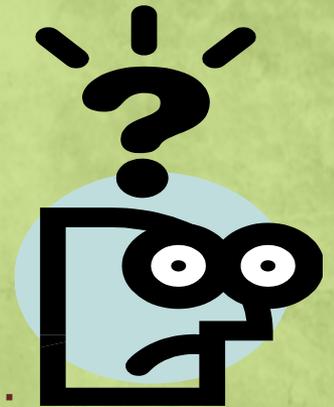


Emotional intelligence consists of four core abilities:

- **Self-awareness** – The ability to recognize your own emotions and how they affect your thoughts and behavior, know your strengths and weaknesses, and have self-confidence.
- **Self-management** – The ability to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.
- **Social awareness** – The ability to understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.
- **Relationship management** – The ability to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

Emotional Intelligence=Communication Success

- Research shows that 67% of the essential competencies required for effective leadership today are emotional competencies.
- Your capacity to recognize your own feelings and those of others, for motivating yourself, and for managing emotions well in yourself and in your relationships.
- [Emotional Intelligence Test](#)



Empathy

The ability to identify and understand another's situation, feelings and motives.

- *"To handle yourself, use your head; to handle others, use your heart. ~ Donald Laird*



“Empathy has no script. There is no right way or wrong way to do it. It’s simply listening, holding space, withholding judgment, emotionally connecting, and communicating that incredibly healing message of ‘You’re not alone.’” – *Brené Brown*

EMPATHY:

i feel
your
pain.



SYMPATHY:

i'm SORRY
that you're
in pain.



@gapingvoid

Empathy Test

- 1. I listen attentively to what people say:**
I really focus on what is being said with a view to understand. I am not thinking about how I am going to answer or being distracted by anything else.
- 2. I demonstrate an awareness of how others are feeling:**
As a result of my open questions and / or careful, focused listening and observations of non-verbal communication, I can really sense how the person is feeling and I then communicate with that person to show I am aware of those feelings.
- 3. I accurately identify the underlying causes of the other person's perspective:**
I ask open questions and listen carefully in order to understand why the other person is thinking the way they are and therefore understand the cause and reason for their perspective.
- 4. I express an understanding of the other person's perspective:**
Having understood the cause and reasons for the other person's point of view, I explain my understanding of that perspective to both check the accuracy of my understanding and also so that the other person knows I understand where they are coming from and can empathize with them.

Attitude

- Attitude is the way you mentally look at the world around you. It is how you view your environment and your future. It is the focus you develop toward life itself.
- Attitude is a predisposition or a tendency to react in a positive or negative way to a certain idea, context, person or a message.
- “Your attitude, not your aptitude, will determine your altitude.” Zig Ziglar



Attitude=Communication Success

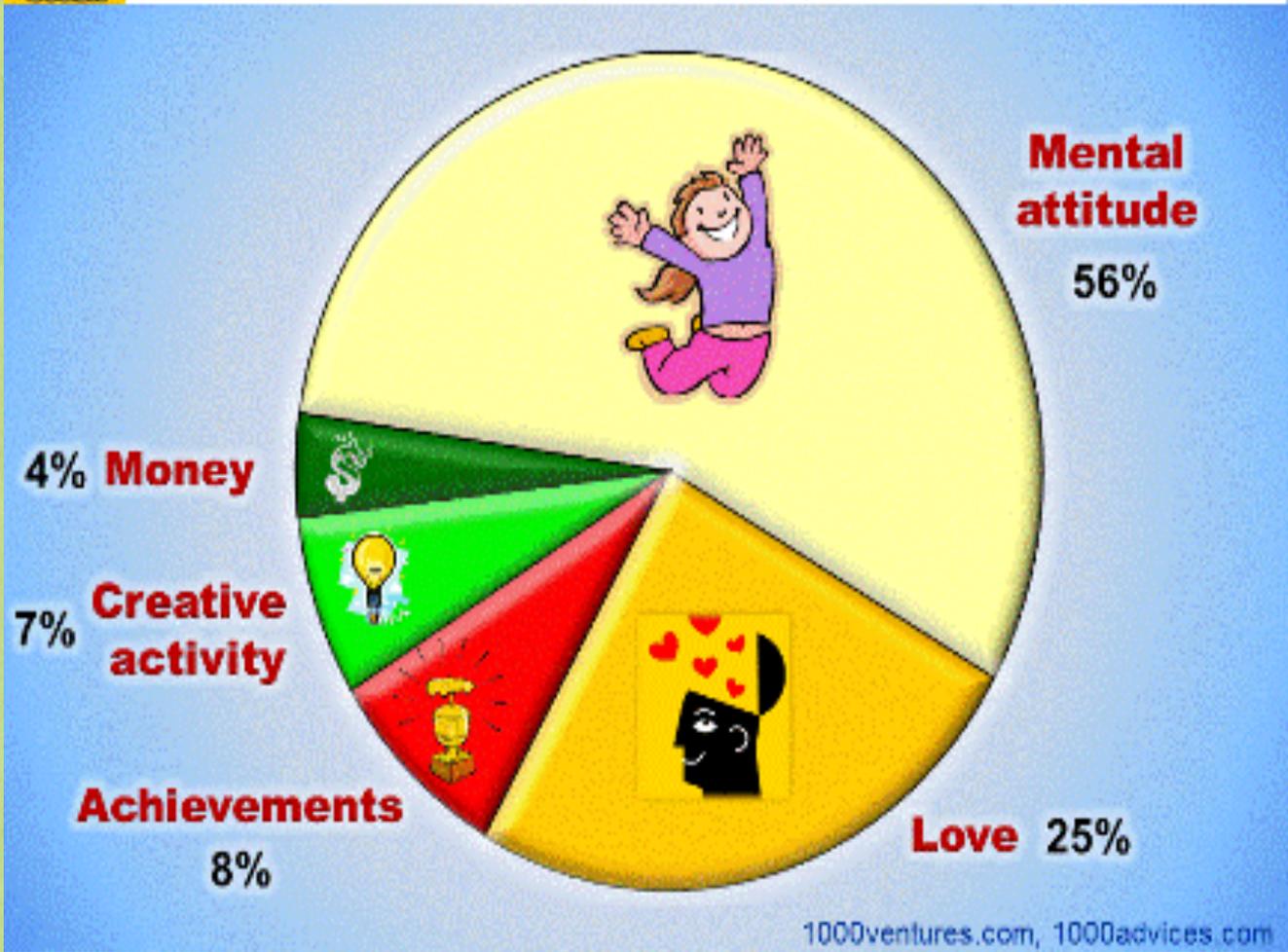
- Three reasons leaders need to have a positive attitude (Kevin Eikenberry in *Leadership and Learning Times*)

- You are in the energy business
- Positive attracts
- Positive creates productivity



What Is the Key To Happiness?

Results of the Ten3 global Internet poll



Engagement

- Are you an inspiring person with the day-to-day energy to be fully engaged in your work life?
- What compels your colleagues to follow you?
- Would you enjoy being led by you?

Engagement

I see you.

I hear you.

I understand you.

I find you interesting.

By doing
what you
LOVE, you
INSPIRE
and awaken
the hearts
of others.

Effective Listening

Absorbing the information given to you by a speaker

- "Listening broadens us, lays the groundwork for peace, elevates the quality of our relationships, and opens the way to success. If nothing else, when you listen, you'll find you are the most popular person in the room."

– Linda Eve Diamond

Effective Listening=Communication Success



- Average person listens at only about 25% efficiency
- Most people agree that listening effectively is a very important skill, however, they don't feel a strong need to improve their own skills
- Effective listening increases others trust in you and reduces interpersonal conflicts

Effective Listening



- Be fully present when you are with people. Don't check your email, look at your watch or take phone calls when a direct report drops into your office to talk to you. Put yourself in their shoes. How would you feel if your supervisor did that to you?
- Smile at people.
- Tune in to non-verbal communication. This is the way that people often communicate what they think or feel, even when their verbal communication says something quite different.
- Stop talking
- Open your mind.

"The greatest compliment that was ever paid me was when someone asked me what I thought, and attended to my answer." ~ *Henry David Thoreau*

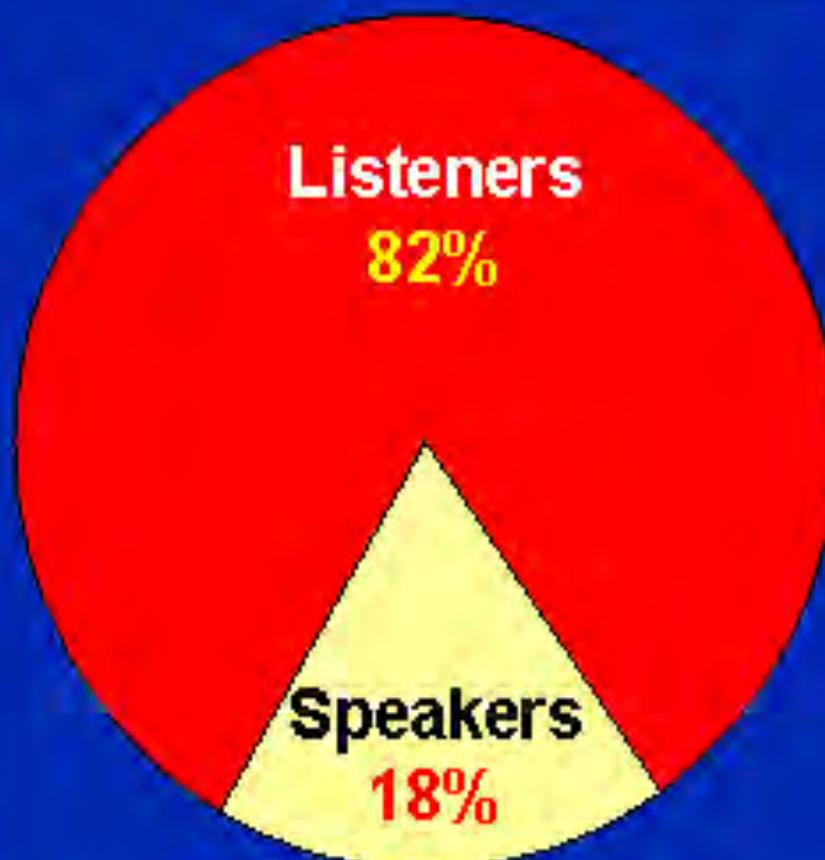


Ten3 global polls «Advise!»
Communication



I prefer to talk to
people who are
great:

82% of people
prefer to talk to
great listeners,
not
great speakers



Barriers to Effective Listening

- Often we have difficulty listening to other people because:
 - we "know" what we are going to hear;
 - we are seeking confirmation, not information;
 - what's being said is getting in the way of what *needs* be said.



Win-Win Mindset

Agreements or solutions are mutually beneficial, mutually satisfying.



- Win-Win sees life as a cooperative, not a competitive arena. Most people tend to think in terms of dichotomies: strong or weak, hardball or softball, win or lose. But that kind of thinking is fundamentally flawed, because it is based on power and position rather than principle.
- Win-Win is a belief in the third alternative. It's not your way or my way; it's a better way, a higher way.



Win-Win Mindset

Seek Mutual Benefit In All Human Interactions



An Abundance Mentality

This is a world of plenty and there is enough for everybody

Maturity

The balance between courage and consideration

WIN-WIN Mindset

Integrity

Keeping promises and treating everyone by the same set of principles

A Short Course in Human Relations

By an unknown author

The six most important words:

"I admit I made a mistake."

The five most important words:

"You did a good job."

The four most important words:

"What is your opinion?"

The three most important words:

"If you please."

The two most important words:

"Thank you."

The one most important word:

"We"

The least important word:

"I"

Goal-Getting

- What is one step you will take toward developing your communication skills?

