

WHAT?

WHAT DID YOU SAY?

WHAT'S THAT?

WHAT DID YOU MEAN?

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COMMUNICATION

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QUICK ACTIVITY

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AGENDA

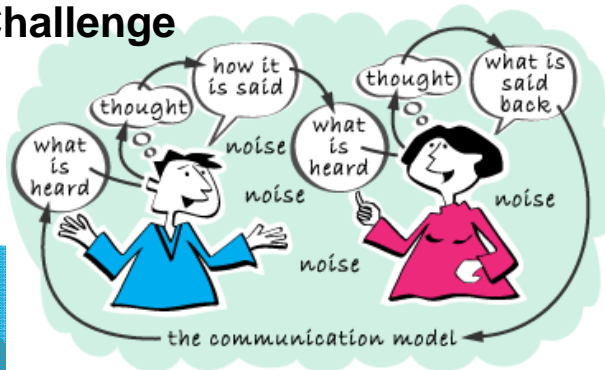
Introduction

Effective Communications

Biggest Challenge

Barriers

Closing



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What is Communication?

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WHAT IS COMMUNICATION?

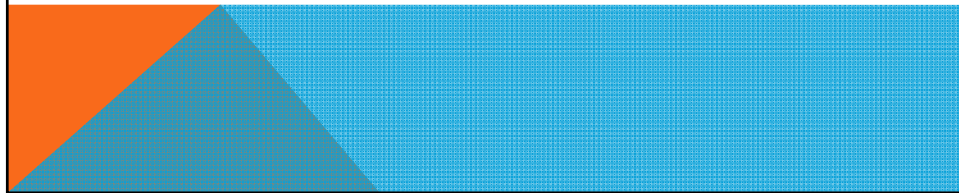
- Send, receive and process information
- More than just exchanging information
- Helps us better understand others
- Enables us to resolve differences



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Effective Communicators

- Respect each other's viewpoints
- Seeing things differently – not right or wrong
- Try to understand other's point of view
- Differences – yet common ground
- Our point of view is the "truth" – not necessarily so
- Open to differences – more effective communicator



COMMUNICATION

It's not what you say but the way you speak with your ...

- o Voice
- o Eyes
- o Face
- o Body

... that counts

Category	Percentage
Words	7%
Tone of Voice	35%
Body Language	58%

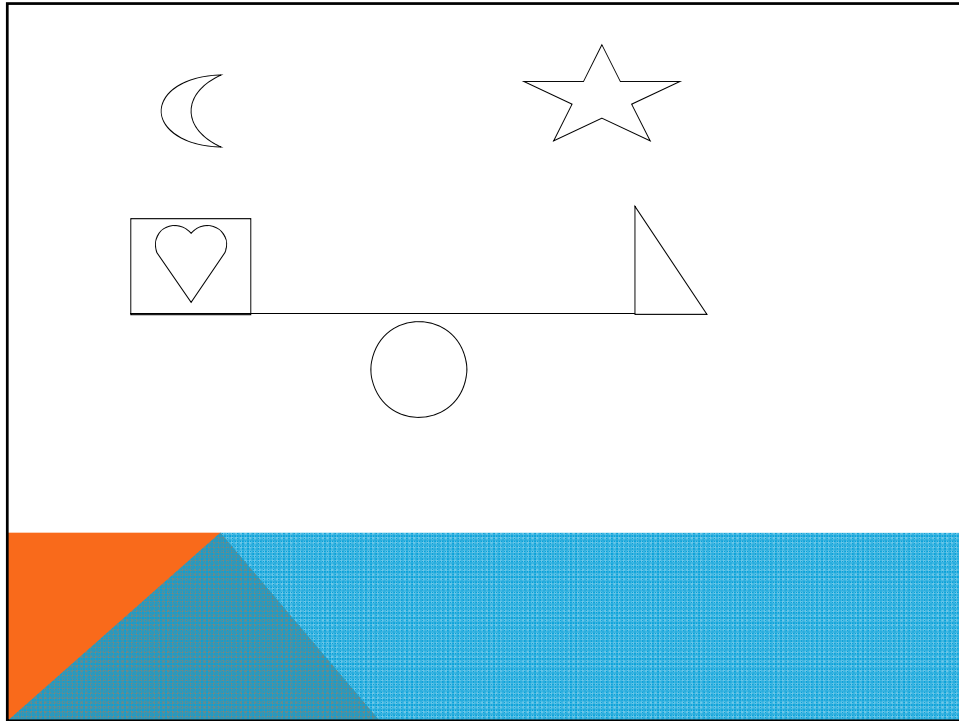
The infographic includes a vertical stack of four cartoon faces with different expressions (sad, happy, angry, neutral) and a bar chart showing the relative importance of words, tone of voice, and body language in communication.

How much time do we spend communicating?

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Listening Exercise

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“ We were given two ears but only one mouth. This is because God knew that listening was twice as hard as talking”.

Anonymous

BIGGEST CHALLENGE

Listening

Effective listening Tips

- Focus fully on the speaker
- Avoid interrupting
- Avoid seeming judgmental
- Show your interest



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BARRIERS

- Lack of Enthusiasm
- Distracting Gestures
- Lack of Focus
- Using Power Point as a Crutch
- Lack of Eye Contact
- Poor Listening skills
 - Distractions
 - Interruptions
- Improper Use of Questions

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CLOSING

5 Guidelines of Communication

- positive, clear, and specific
- individuals sees things differently
- open and honest about feelings
- accept others feelings
- questions for clarification
- listen actively
- time to talk without interruption

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10 Ways to Improve Communication

1. Listen
2. Ask questions
3. Verify
4. Be honest
5. Read body language
6. Respond, don't react
7. Share
8. Adapt
9. Prepare
10. Read more



“To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.”

Anthony Robbins



Thank You!

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