

Communications



Safe Environment

- Creating a safe environment so that people are safe for open communication
- Setting effective boundaries so that the parties know where they stand what is expected of them
- Using listening and responding skills, which allow the parties to feel heard and understood
- Working in a non-shaming way, so that people can disclose some of their concerns
- Allowing the parties to work at their own pace
- Not pushing or forcing the parties to do things they don't want to do
- Letting people find out what works for them
- Allowing people to find their own solution rather than giving advice or answers, while at the same time offering a range of options for them

Difficult parties

- Acknowledge reality of the problem
- Discuss options related to the problem
- Prioritize and implement options

Defusing Anger:

1. Let the person vent
2. Don't get defensive
3. Paraphrase
4. Solve it together

Keep Talking...

How to deal with a Whiner

Do's

- Listen attentively
- Ask clarifying questions for precise information
- Create problem solving scenario, "what if..."
- Be supportive
- Kindly point out the party is whining when he/she might not realize it
- Listen for a bit and then try to solve the problem with the party

Don'ts

- Agree with a person's complaint
- Get defensive
- Counter attack
- Say, "You are such a whiner"
- Be touch on the person if it is not their usual style
- Be sarcastic ("poor poor you")

Good Listening:

- Keeping eye contact
- Paraphrasing short statements
- Asking pertinent questions
- Body language that shows interest
- nodding

Communicating Better:

- and understand that communication is a two way street
- put more emphasis on face to face communication
- ask yourself each time if the message is clear
- view information sharing as a service
- listening shows respect when people speak
- ask questions to clarify

Various Behaviors that communicate

- Posture
- Eye Contact
- Tone of voice
- Facial expressions
- Gestures