

Introduction to Effective Communication

Leadership Training
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Objectives

1

Explain the importance of effective communication.

2

Assess your communication strengths and opportunities.

3

Apply techniques that improve communication such as DESC and Active Listening.

4

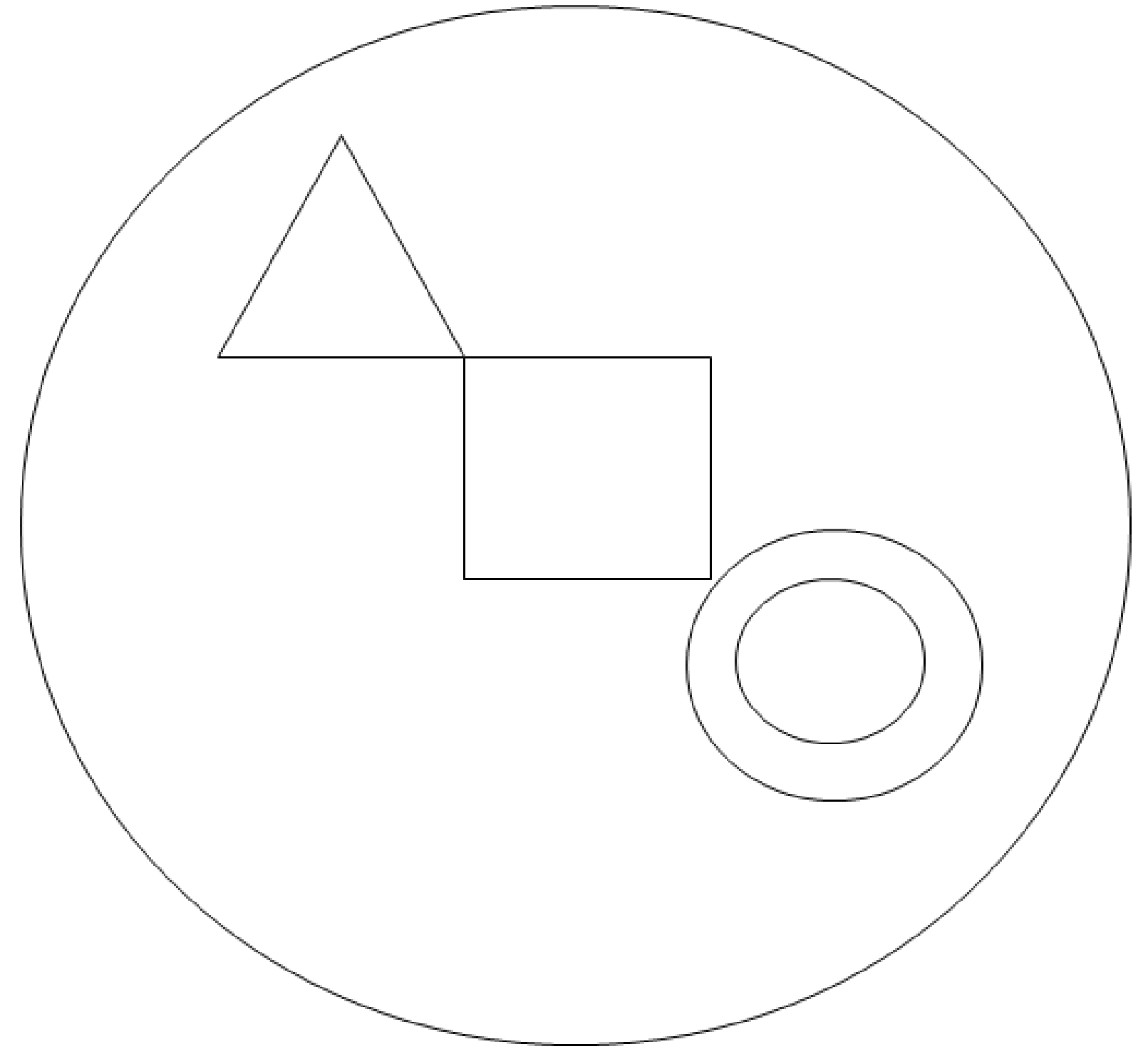
Identify barriers to communication.





Activity | Guided Drawing

Intended Outcome



What is Communication?



- The art and technique of using words effectively to impart information or ideas
- The process by which we exchange and interpret messages within a given situation or context
- A specific, continuous series of actions, interrelated steps, directed toward an end

Activity | Self-Assessment

- Read each question and respond as accurately as possible
- When finished, tally your total score



Interpreting Your Scores

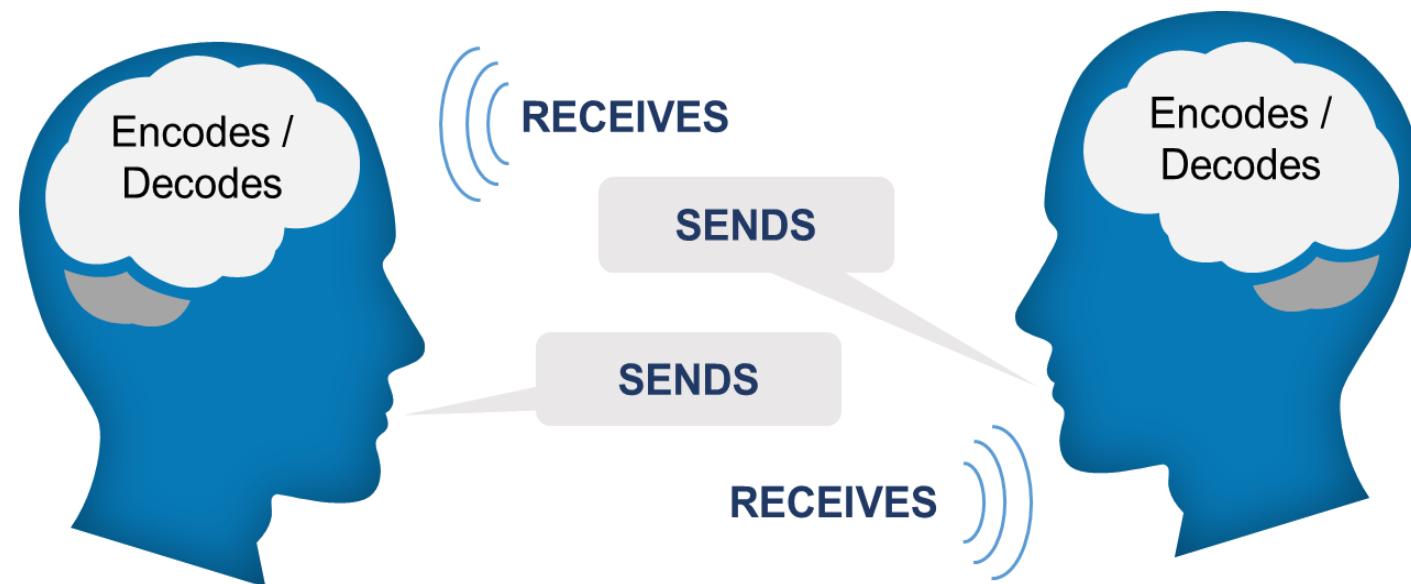
0-25

26-50

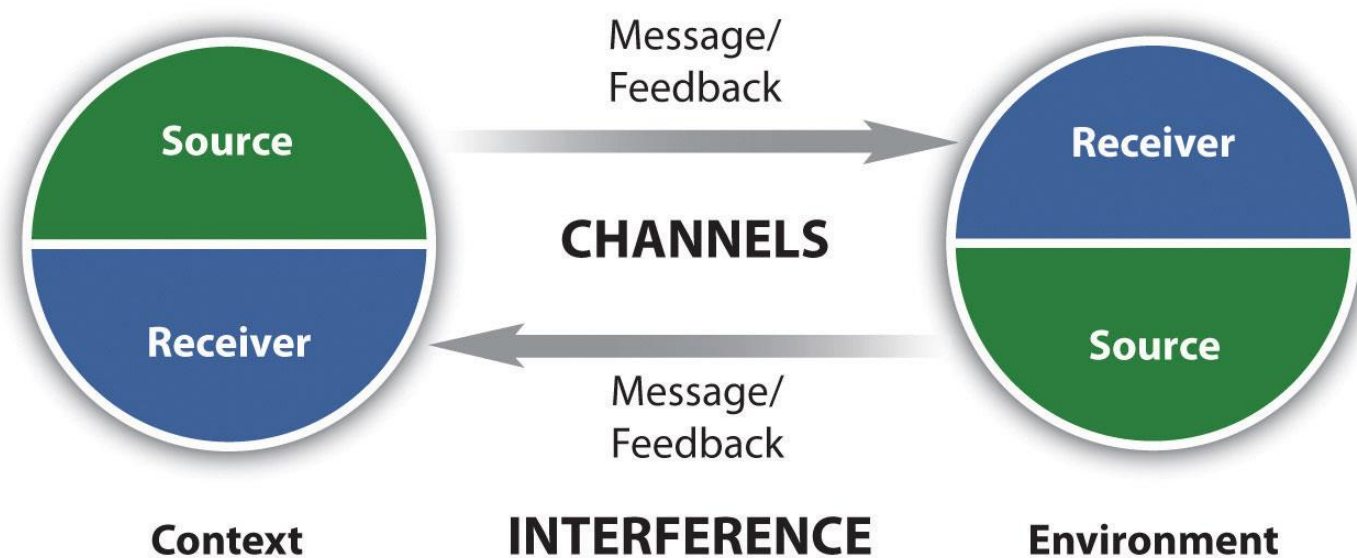
51-75

76-100

Communication Models

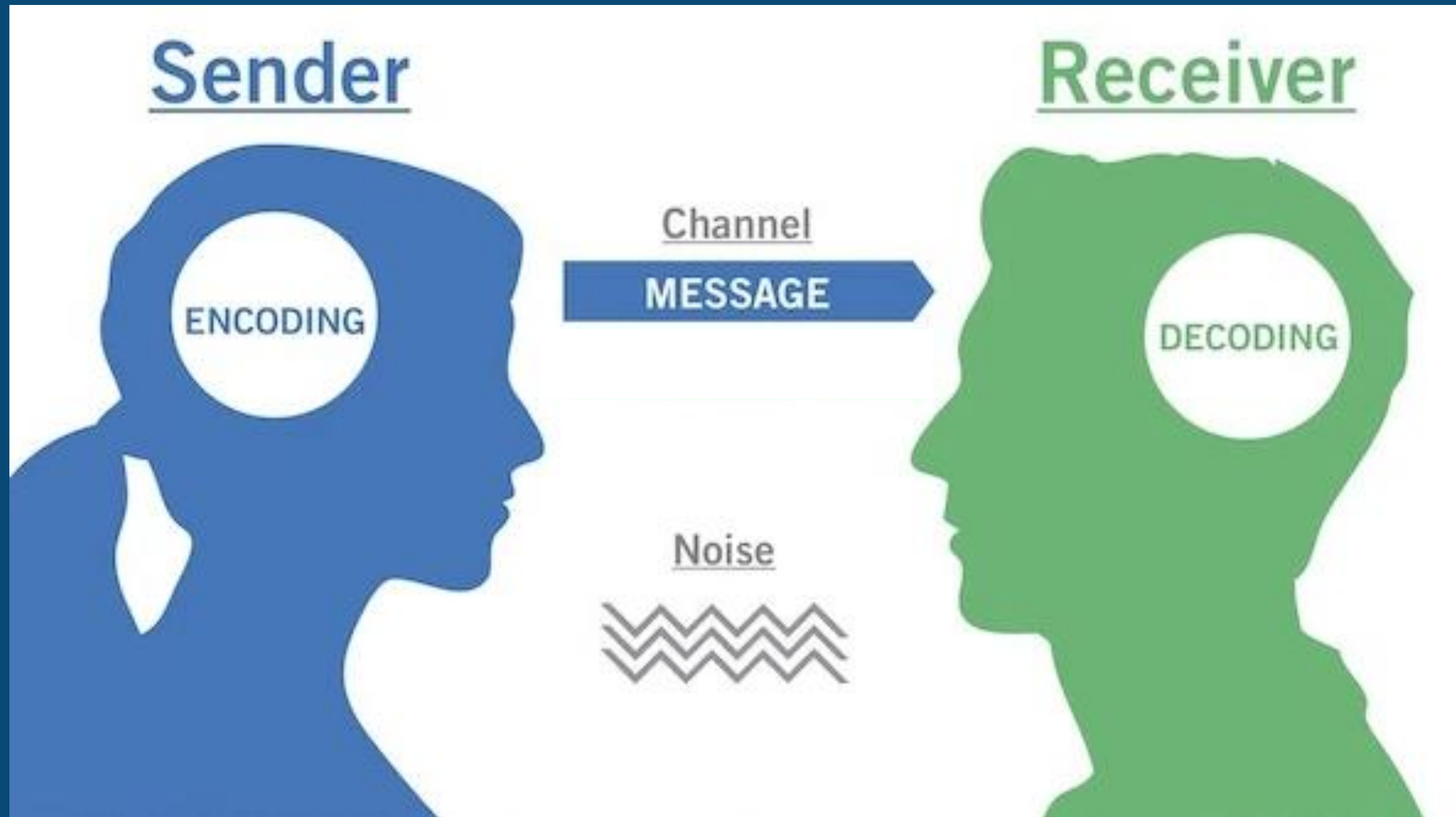


Effective communication can only occur when the intention of the sender and the interpretation of the receiver are the same.

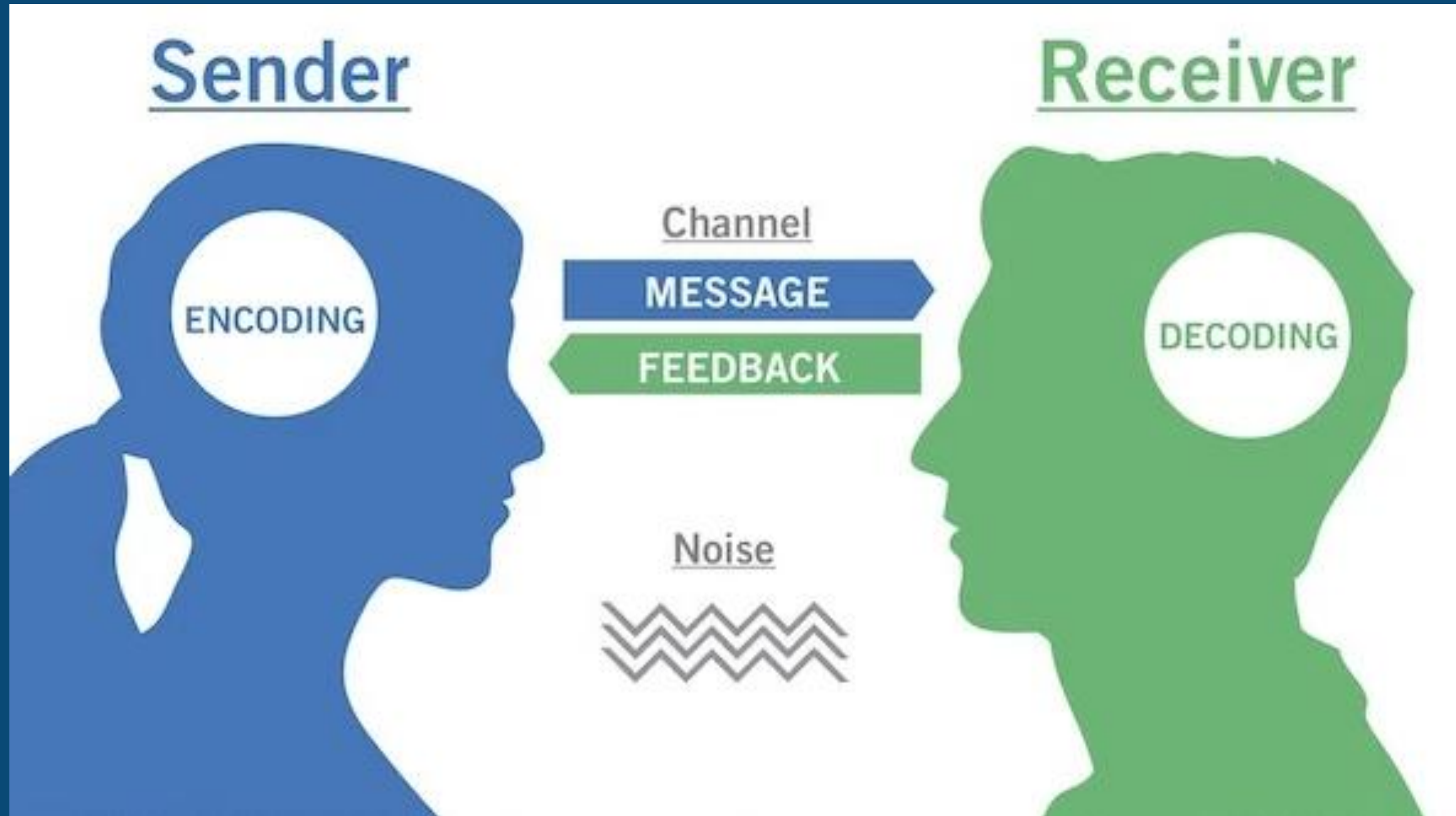




Linear Communication Model



Transactional Communication Model



**MAIL
ROOM**

**SEC.
B-13**

Communication | Types of Noise

Types of noise	Definition	Examples
Physical	External interference that prevents accurate transmission of the message	Passing traffic Loud music People shouting
Physiological	Different levels of ability within the receiver or sender	Hearing impairment Visual impairment Mental impairment from illness or substances
Psychological	Cognitive or mental interference	Emotional state Prejudices
Semantic	Sender/receiver assign different meanings	Different languages Use of acronyms, jargon and complex terms



In the United States, conversation is a competitive sport in which the first person to draw a breath is considered the listener.

DESC Model of Communication

- **Describe** – the situation, not the person
- **Explain** – the situation's effect
- **Specify** – what is needed
- **Consequences** – positive or negative

DESC Model

Describe	Describe the situation, not the person	I reviewed your leave request, and noticed call outs on three consecutive Fridays this month.
Explain	Explain the situation's effect (avoid using "You")	These absences make it harder to meet our customer's needs.
Specify	Specify what's needed	All employees are required to report to be regular in attendance. If you call out again, medical documentation will be required.
Consequences	State the consequences (positive or negative)	If medical documentation is not provided, you may be charged with Absence Without Leave (AWOL) instead of sick leave.



Activity | DESC Model Role- Play



Nothing is quite so annoying as to have
someone go right on talking while you're
interrupting.

Barriers to Effective Listening



Active Listening

Demonstrate	Demonstrate an open and respectful demeanor
Provide	Provide verbal and nonverbal questions
Seek	Seek clarification
Don't make	Don't make assumptions
Provide	Provide feedback



Summary
