Communication - Deeper than Words

What’s you say?  Huh?  I don’t understand.
EXPECTATIONS
Expectations

- Doctors
Expectations

Co-workers
Expectations – Co-workers

Team Player
Expectations – Co-workers

- Helping to Help
Expectations – Co-workers

Professional life versus Personal life
Expectations – Co-workers

- Benefitting the Situation

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Expectations - Employer

- Employer
How you behave affects how others respond to you…
EXERCISE
Statement 1

- a. “Spare the details and get to the bottom line” sums up my attitude toward completing a project.

- b. “Full steam ahead and let’s get onto the next things!” pretty much sums up my attitude toward completing a project.

- c. “I prefer the planning stage of a project to the implementation stage.”

- d. “Before I start a project, I like all the details to be taken care of.”
Statement 2

- a. “Showing too much emotion can set a bad example for the people I work with.”

- b. “I can be very emotional when I’m excited.”

- c. “Saying what I think is more important than expressing how I feel.”

- d. “I don’t mind showing emotion when I’m happy or sad.”
Statement 3

- a. “I don’t feel pressure, I create it” could be my favorite quip.”

- b. “I like a fast-moving environment with exciting people.”

- c. “Logic and consistency are two of my intellectual ideals.”

- d. “I feel very stressed out when I see conflict in the workplace.”
Statement 4

- a. “On the way to an objective, I know I step on toes and sometimes hurt the feelings of my co-workers.”
- b. “People have told me that if I sat on my hands, I wouldn’t be able to talk.”
- c. “Personal relationships are not productive in the work environment.”
- d. “I would want to create a work environment that’s friendly and where everyone is on a first name basis.”
Statement 5

- a. “I shouldn’t have to tell you what to do, you should know what to do.”

- b. “The more physical the task the happier I am.”

- c. “Emotional people are hard to take.”

- d. “There is never a need to shout.”
Statement 6

- a. “The more options the better.”
- b. “The more the merrier.”
- c. “People have told me, “just DO it!”
- d. “I like it when people just tell me what they want.”
Statement 7

- a. “I enjoy being the leader of the pack.”
- b. “I want fun people on my team.”
- c. “Just let me do my work.”
- d. “I’m happy to help.”
Statement 8

- a. “I wish people would just do what I ask.”
- b. “I like it when everyone has a chance to say how they feel.”
- c. “Do we really need to have all these meetings.”
- d. “Being supportive is what I do best.”
Statement 9

- a. “Every action should have a purpose.”
- b. “Sometimes we just need to relax and enjoy ourselves.”
- c. “Look before you leap.”
- d. “Slow and steady wins the race.”
Statement 10

- a. “Being accountable for your actions is important.”
- b. “Things happen.”
- c. “Planning makes perfect.”
- d. “If it isn’t broken don’t change it.”
### Totals

- **Total answers:**
  - A.
  - B.
  - C.
  - D.
Three or more (A) answers you are a:
Warrior

- Desktop is neat and organized
- Functional furniture
- Plaques on the wall
- Afraid of showing emotion
- High expectation of self and others
- Independent and ambitious
- Interrupts others
- Likes options and probabilities when making a decision
Warrior

- Work on projecting compassion
- Practice listening skills
- Schedule chat time to bond with co-workers
- Practice smiling
- Count to 10 before communicating when under heavy pressure
- Work on delegating
- Practice active listening skills
- Guard against appearing overly critical with co-workers

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Team Member Style - Answers

- Three or more (B) answers you are a:
Cheerleader

- Desk is unrecognizable
- Personal trophies and pictures clutter the office
- Greets visitors warmly
- Appears to be constantly in motion
- Has open body language
- Easily distracted
- Talks with hands
- Enjoys a flexible work environment
Cheerleader

- Improve time management skill
- Learn how to set goals and when to adjust them
- Work on organizational skills
- Learn from those around you who have a good eye for details
- Avoid addressing workers when upset
- Guard against misplaced compassion
- Prepare yourself with facts and logic when making presentations
Team Member Style - Answers

- Three or more (C) answers you are a:
Human Computer

- Tend to have very clean high-tech offices
- Prefer planning to implementing
- Relies on facts and logic
- Pays more attention to work space than personal appearance
- May not be expressive when speaking
- Is always thinking about more than one thing
- Have difficulty with eye contact
- Appears to be a procrastinator
Human Computer

- Don’t hold everyone to your intellectual standard
- Use your analytical skills to analyze what motivates people to perform
- Teach workers how to follow up on details so you can delegate more tasks
- Get out of your office and talk with your co-workers
- Practice active listening skills
- Learn how to set goals and deadlines
- Avoid anything that will make you delay
- Attempt to make decisions on a timely basis
Team Member Style - Answers

- Three or more (D) answers you are a:
Lamb

- Have a cozy work environment
- Believes in always being nice to people
- Conflict is a stressor
- Isn’t a risk taker
- Prefers implementation to planning when details are provided
- Has exceptional listening skills
- Tends to go along with others

Characteristics
How we receive information
VISUAL PREFERENCES

KINESTHETIC PREFERENCES

AUDITORY PREFERENCE
Strategies for Communication

Listening

“Explain the details to me.”
“Please repeat your request.”
“May I take notes while you speak?”
Avoiding

“I’m with a patient right now. May I call you back in 5 minutes?”

“We’re too busy now. Let’s discuss this later.”
Strategies for Communication

Obliging

“What would you like to see happen here?”

“I trust your decision to do what you believe is right.”
Strategies for Communication

Integrating

“Let’s get all those involved and discuss the options.”
Strategies for Communication

Compromising

“There’s no perfect answer here. What can we do that is tolerable to everyone?”
Strategies for Communication

Dominating

“Just do what I asked you to do.”
Solutions

- Calm the situation down
- Show that you understand
- Agree to take some action
- Recognize that people will get angry with you unfairly
- Make sure to process your own anger
Solutions

- Treat every person as a unique individual.
- Ask questions.
- Admit it when you’re wrong.
- Set boundaries.
- Keep it simple & straightforward.
- Express appreciation / give feedback.
- Listen carefully, even if you don’t choose the listening strategy.

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