



Effective Communications

Bernadette Kinsella, JMB, June 2019

What is Communication?

- *The process of communication is what allows us to interact with other people; without it, we would be unable to share knowledge or experiences with anything outside of ourselves.*



- *Without effective communication, a message can turn into error, misunderstanding, frustration, or even disaster by being misinterpreted or poorly delivered.*



What is communication?

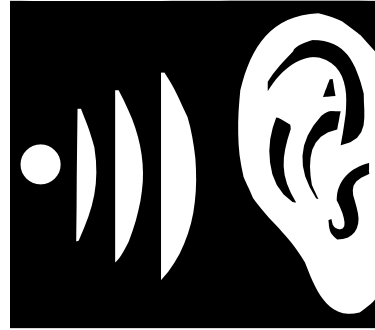


- Common forms of communication include speaking, writing, gestures, touch and broadcasting.
- Examples.....

The Communication Equation

- **What you hear**

- Tone of voice
- Vocal clarity
- Verbal expressiveness



40% of the message

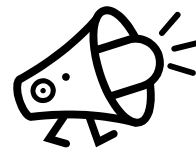
- **What you see or feel**

- Facial expression
- Dress and grooming
- Posture
- Eye contact
- Touch
- Gesture



50% of the message

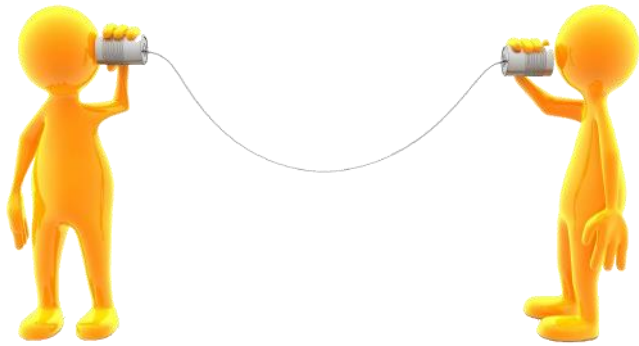
- **WORDS ...**



10% of the message!

Understanding Communication

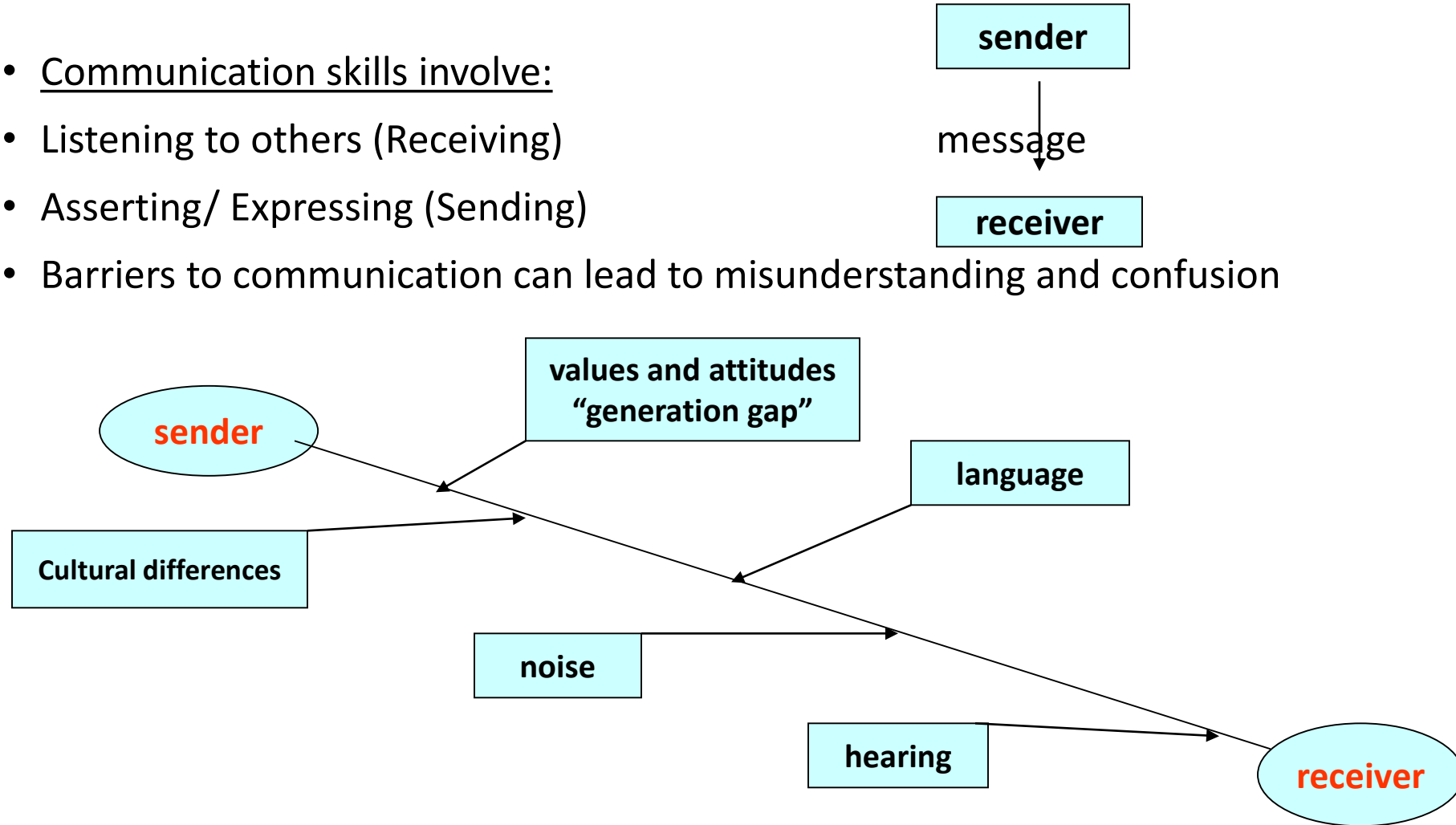
- Communication is successful only when both the sender and the receiver understand the same information.



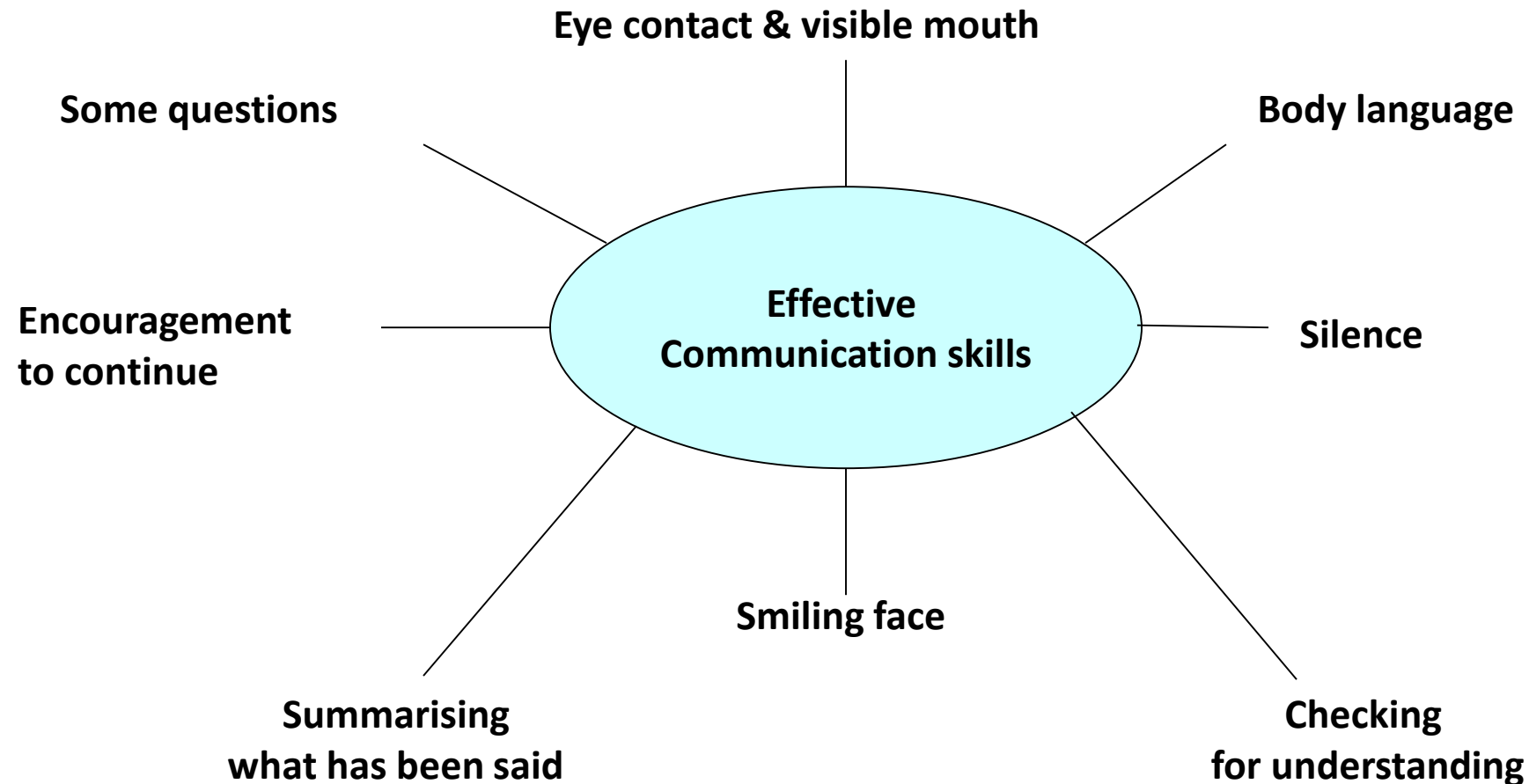
- *The 2-Way communication process*
 - *Effective communication skills*
- *Barriers to effective communication*

Communication is a 2-way process

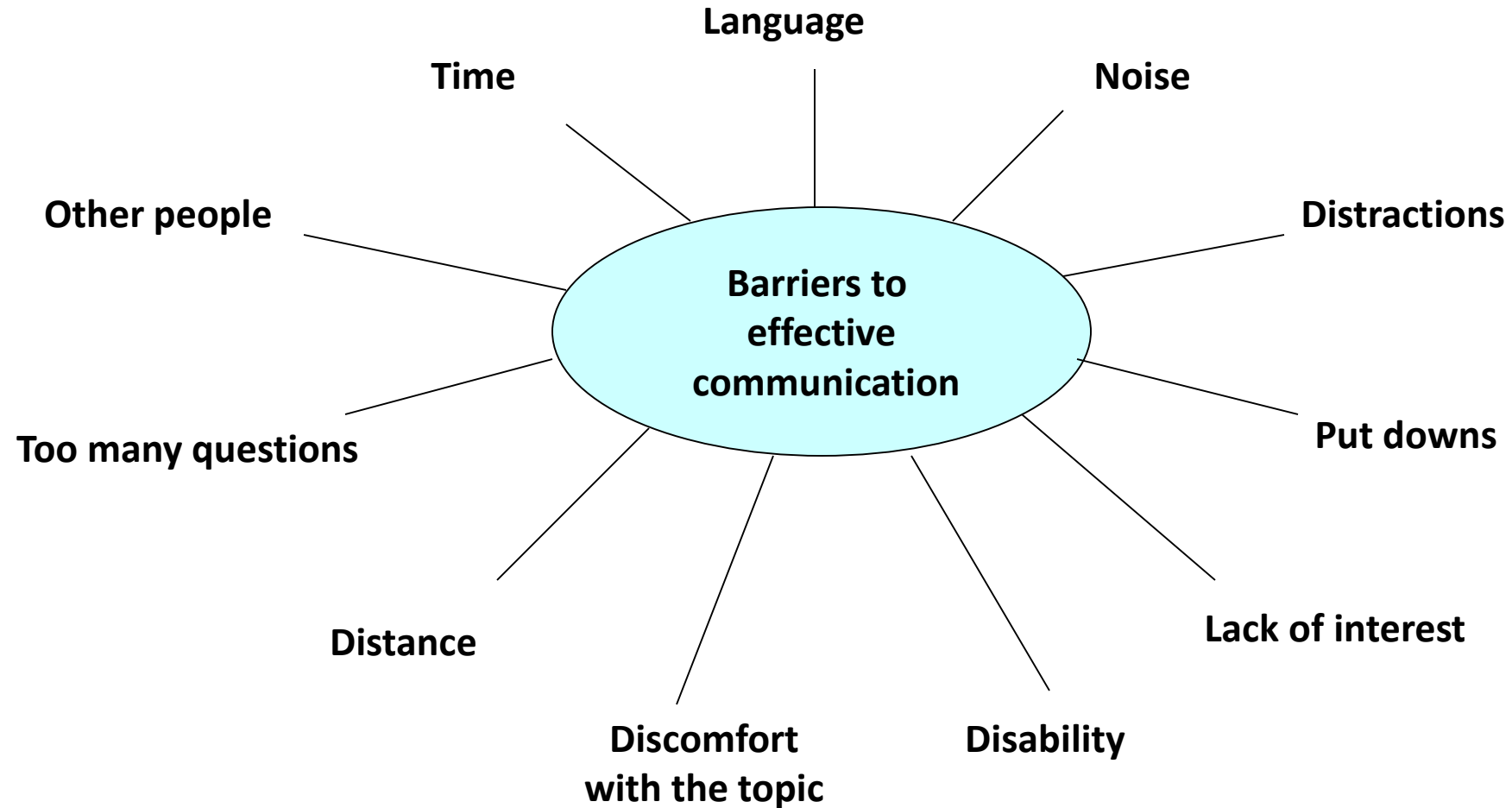
- Communication skills involve:
- Listening to others (Receiving)
- Asserting/ Expressing (Sending)
- Barriers to communication can lead to misunderstanding and confusion



Effective Communication Skills



Barriers to Effective Communication



Listening Skills

- Active Listening
- Responding
- Paraphrasing
- Asking questions for clarification
- Mirroring the other person's language

The Art of Listening

- Place yourself in the other person's shoes
 - Think about how you would feel if someone was silently judging you.
- Avoid comparing the person's experiences to your own
 - You may think this is helpful but it can come across that you are not listening at all!
- Know what not to do!
 - Don't interrupt! Don't interrogate!

Using appropriate body language

- Make eye contact
 - Focus directly on the speaker's eyes so that they know you are absorbing their words
- Give the speaker your full attention
 - Create a conducive physical and mental space.
- Encourage the speaker
 - Nodding your head. Adopting body postures. Your expression!

Professional Behaviour and Communication



Professional Behaviour

- All school personnel have an obligation to deal with students/colleagues/visitors in a fair, professional and supportive manner at all times, any other behaviour would be deemed unprofessional and unacceptable.



Reflection!

- Everyone within each school, regardless of the level and frequency of contact they have with young people, shares the responsibility for creating a positive ethos and climate of respect and care –one in which everyone can make a positive contribution to the wellbeing of each individual within the school and to the wider community.



The importance of small, everyday acts of kindness, interest, consideration and positivity cannot be underestimated.



- These dimensions of relationships and interactions communicate to students and the individuals that they are recognised, cared for, valued and listened to and thereby contribute significantly to each individual's feeling of wellbeing.



Understanding Behaviour

- *First Steps.....*
- *KNOWING YOURSELF....*
- How you see yourself – strengths, self-motivation and self-image
- Knowing the other person helps.

Breaking down the barriers

- Barriers to Reception
(I cannot hear what you are saying)
- Barriers to Acceptance
(I hear, I understand, but I do not accept)
- Barriers to understanding
(I hear, but do not understand)



Respectful communication

- It's a professional courtesy that goes hand in hand with communication at work.
- Respectfully communicate with students and colleagues

Respectful Body Language

- The saying “show some respect” means that respect is definitely something you demonstrate. And the best way to do that is through your actions.
- You may be a master multi-tasker, but the key to showing respect to a student/colleague/visitor is to give that individual your undivided attention when he/she is speaking to show that you’re really listening.

It's the little things!

- Ignore your phone or other distraction and look your co-worker in the eye, nodding your head every so often.
- Even if you completely disagree with what your co-worker is saying, resist the temptation to roll your eyes, sigh heavily or make faces, as these actions demonstrate a lack of respect and maturity.

When in conversation....

- Be courteous
- Be respectful
- Treat everyone like they are the most important person at that moment
- Ensure your manner is professional and polite
- Handle clients, customers, visitors who come to your school with efficiency and politeness

Self-awareness

- Sensitive and concerned for others' feelings
- Respect and value differences
- Prevent acts of discrimination, exclusion, unfair treatment and other negative or demeaning behaviours
- Be open and constructive in your communications
- Handle conflict creatively
- Be fair and just in your dealings

Communication and Team Values



Ethos and Mission Statement



Team Values

- Often taken for granted
- Need to identify with the core values
- Develop behavioural statements
- Create shared understanding
- Communicate the core values and behaviours throughout the school
- 'Walking the talk'?

Question?

- How are these communicated in our day-to-day interactions?
- What do students/colleagues witness?
- Discuss amongst yourselves
- Feedback!

What makes an Effective Team?

- ✓ Clear roles and responsibilities
- ✓ Good Communication & Social Skills
- ✓ Positive Interdependence: 'We' instead of 'me'
- ✓ Individual Accountability/ Personal Responsibility
- ✓ Shared goals
- ✓ Processes for Conflict Resolution



Positive Teamwork!

The following features are fundamental to good teamwork:

- ✓ **trust:** making sure you meet all commitments and maintain confidentiality when required
- ✓ **respecting:** each other
- ✓ **coaching:** using your skills, knowledge and experience to assist others or ask for help
- ✓ **sharing information:** to assist others do their job
- ✓ **flexibility:** show a willingness to cooperate and help others when possible
- ✓ **good manners:** doing small, simple things, e.g. thanking colleagues for their help
- ✓ **being responsible:** for my work

A team member

- ✓ Communicates clearly and honestly
- ✓ Can say 'no'
- ✓ Respects and listens to others
- ✓ Admits to errors without feeling s/he has lost face
- ✓ Knows s/he deserves respect
- ✓ Gives the same rights to others as s/he claims for her/ himself
- ✓ Can contribute to a team discussion

Team members

- ✓ Team members contribute with honesty and integrity even though they may disagree.
- ✓ Be assertive - but consider what you say may be crucial **or** may be wrong.
- ✓ 'Play the ball but not the person' - disagree with an idea not the person who thought of it.
- ✓ Acknowledge other people's ideas and contributions and build on them.
- ✓ Speak with enthusiasm not emotion.

Team Communication

Teams need to master 3 types of communications:

- ✓ The team members need to communicate well with *each other*. They rely on each other's work; they are each other's *internal customers*
- ✓ The team needs to communicate well with other teams at work. These are also *internal customers*
- ✓ The team has to communicate directly with their *external customers*.

Communication Protocols

- ✓ Face to face
 - ✓ Telephone
 - ✓ Mobile phone
 - ✓ Email
 - ✓ Meetings
-
- Other?



Embracing Dignity



What is Dignity in the Workplace?

- Space to be oneself, personally and professionally while protecting the space of others
- Valuing each staff member's contribution to the school and respecting the methods and opinions of each other



Mutual respect.....

- Mutual respect, courtesy and acceptance of one's worth as a colleague and individual, irrespective of position held



Supportive.....

- The promotion of a supportive, positive environment in the school community so that each may feel safe and not undermined



Enabling, empowering

- Creating an environment which allows an individual to feel empowered and enabled to handle adverse behaviour.
- Vitamin 'E' supplement!



Focus on solutions....

- Pointing out the problem isn't enough – being part of the solution is encouraged
- Time for reflection brings with it endless opportunities
- Conflict management carries new choices and directions



Walk the talk?


- What exactly do I have to say?
- Is it rumour?
- Unkind?
- Destructive?
- Unnecessary?
- Do I have to say it at all?



How can I prevent unacceptable behaviour?

- By NOT intentionally offending and by being aware that I may offend *unintentionally*.
- By getting to know the people I work with and respecting their individuality as they should mine

By asking myself these questions

- 
- Are my jokes, comments or gestures potentially offensive?
 - Do I treat people equally, regardless of gender, religion, race, etc?
 - Do I make unnecessary physical contact with others?



Do I care if I
offend others?

Could someone
interpret my
behaviour as
intentionally
harmful or
unacceptable?

Do I pick on anyone
or single someone
out for less
favourable
treatment?

My outcome from today!

- Quietly commit to a positive communication or positive behaviour from today!
- Write it down and keep it safe!
- Let it become your daily **Vitamin E!**

- Empower!
- Enable!
- Encourage!
- Engage!
- Enlighten!
- Enjoy!



CHOOSE KINDNESS



Make a difference in this world

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