



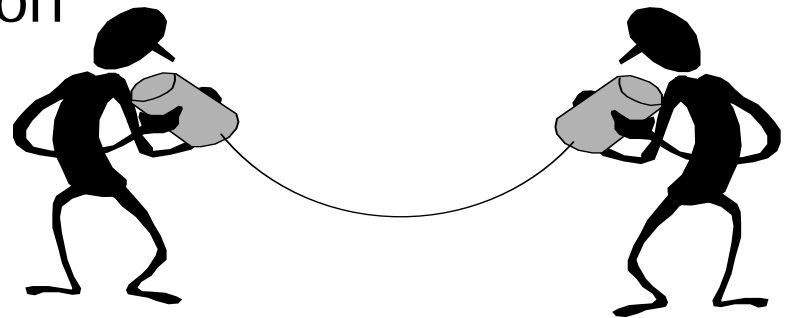
Effective Communication

DSP Training Series Topic 2

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Training Overview

- In this session you will:
 - Learn effective strategies for active listening
 - Assess your own active listening skills
 - Develop a personal active listening improvement plan
 - Learn conflict resolution strategies
 - Have Fun!!





Jose Ortega Y Gasset

- “All we are given are possibilities to make ourselves one thing or another.”



Our Customers

- Who do we have to communicate with.....

-
-
-
-
-



What is most important?



- Communication is a two way street
 - Talking
 - Listening

- Which is more important?

- Why?

Listening is Essential



- Listening allows you to make and keep relationships
 - Others are drawn to you
 - People confide in you
 - Leads to lucky 'breaks'



Active Listening Test

- 0: Never
- 1: Sometimes
- 2: Half of the time
- 3: Frequently
- 4: Always

- ___ 1. I make people think I am interested so they will like me.
- ___ 2. I am alert so people will not reject me.
- ___ 3. I listen for one specific piece of info and then ignore the rest of what people say.
- ___ 4. I pretend to listen but I am only buying time to prepare my next comment.
- ___ 5. I half listen so that people will listen to me.
- ___ 6. I listen for vulnerable spots to take advantage.

(Adapted from McKay, Davis, & Fanning, 1983, p. 14)



Active Listening Test

- 0: Never
- 1: Sometimes
- 2: Half of the time
- 3: Frequently
- 4: Always

- 7. I listen for weak points in an argument so that I can always be right. I listen for ammunition to attack.
- 8. I check to see how people are reacting, making sure I produce the desired effect.
- 9. I half listen because a good, kind, or nice person would.
- 10. I half listen because I don't know how to get away without hurting or offending someone.

(Adapted from McKay, Davis, & Fanning, 1983, p. 14)



Active Listening Test

Put your scores here:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Add the scores:

TOTAL: _____

If your score is:

30 – 40: Poor Real Listening Skills & Need
lots of improvement

20 – 29: OK Real Listening Skills & need
average improvement

11 – 19: Fair Real Listening Skills & need
some improvement

6 – 10: Good Real Listening Skills & need
minimal improvement

0 – 5: Excellent Real Listening Skills & need
to continue practicing active listening

(Adapted from McKay, Davis, & Fanning, 1983, p. 14)



Stephen R. Covey



- Habit # 5 from ***The Seven Habits of Highly Effective People***
- “Seek first to understand, then to be understood.”

(Covey, 1990, p. 384)



Strategies to Become a Better Listener

- Show understanding and acceptance by using nonverbal behavior:
 - tone of voice
 - facial expression
 - gestures
 - eye contact
 - posture



(Adapted from McKay, Davis, & Fanning, 1983, p. 27)



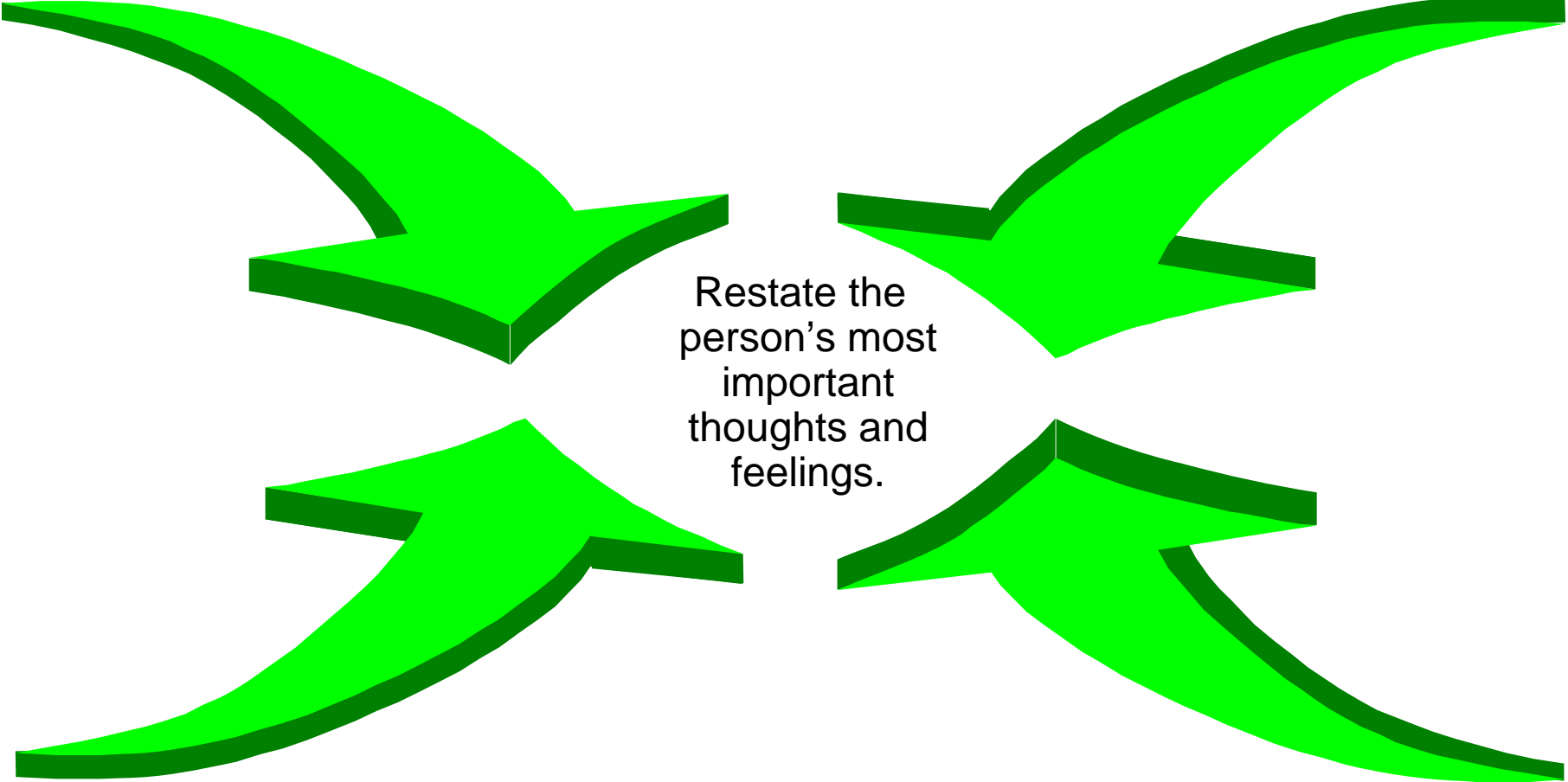
Strategies to Become a Better Listener



- Put yourself in the other person's place to understand what the person is saying and how he or she feels.
- Do not bring up similar feelings or problems from your own experience.

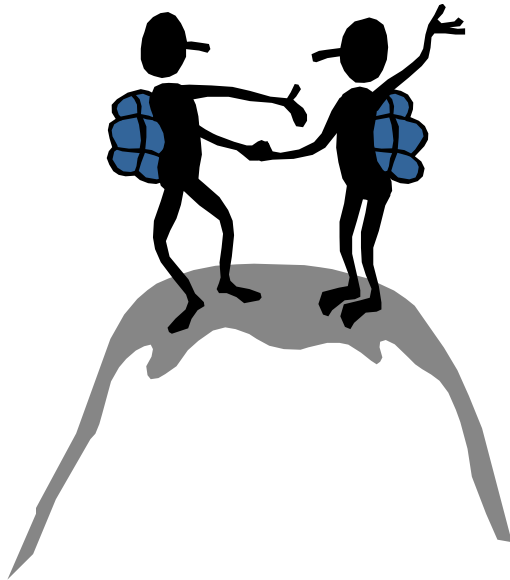


Strategies to Become a Better Listener



Restate the
person's most
important
thoughts and
feelings.

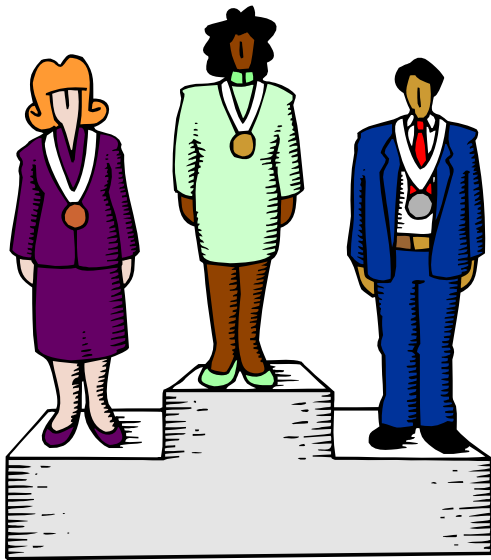
Total Listening



- Maintain good eye contact.
- Lean slightly forward
- Reinforce the speaker by nodding and paraphrasing.
- Clarify by asking questions.
- Actively move away from distractions.
- Be committed, even if you are angry or upset to understanding what was said.

(McKay, Davis, & Fanning, 1983, p. 28)

What are the 5 Steps to Reflective Listening?



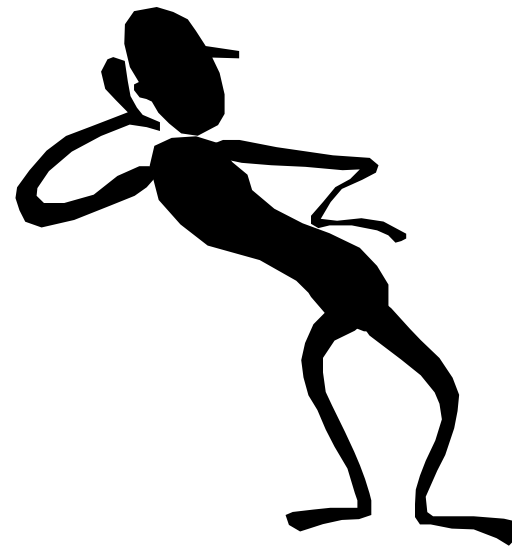
WIN - WIN OUTCOMES

- Ask open-ended questions that require more than one word answer
- Use 'I' messages, rephrasing the speaker's message
- Use feeling messages to reflect back the speaker's message
- Respond with an active 'I' message that expresses how you feel about the issue.
- Respond to the behavior or idea, not to the speaker
- Respond in the present, not in the past
- Respond by describing, not evaluating



Results of Failure to Listen

-
-
-
-
-





Listening Activity

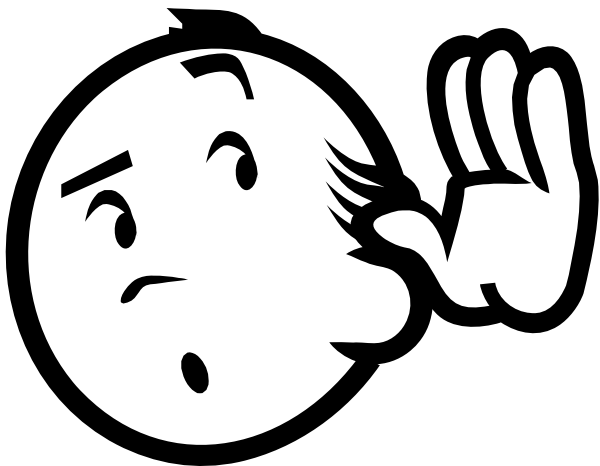
- John, the person you support wants to go to *Hooters* for lunch, mom is opposed, you have to talk with Mom and John
- Sharon, the person you support wants to go to the Casino, your supervisor is opposed, you have to talk with Sharon and your supervisor
- You show up for work and Maria, the person you support, is crying
- Role play



Listening Improvement Plan

GOAL	WHEN/WHERE

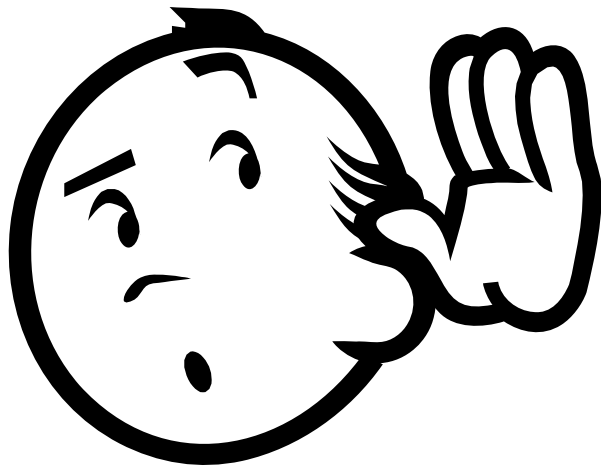
How Can I Make Others Better Listeners?



- Model some effective listening skills learned earlier
- Send non-verbal messages
 - look puzzled
 - move closer
 - pause
 - use their names
 - take notes on what they say
- Ask questions
- Use your own reflective listening



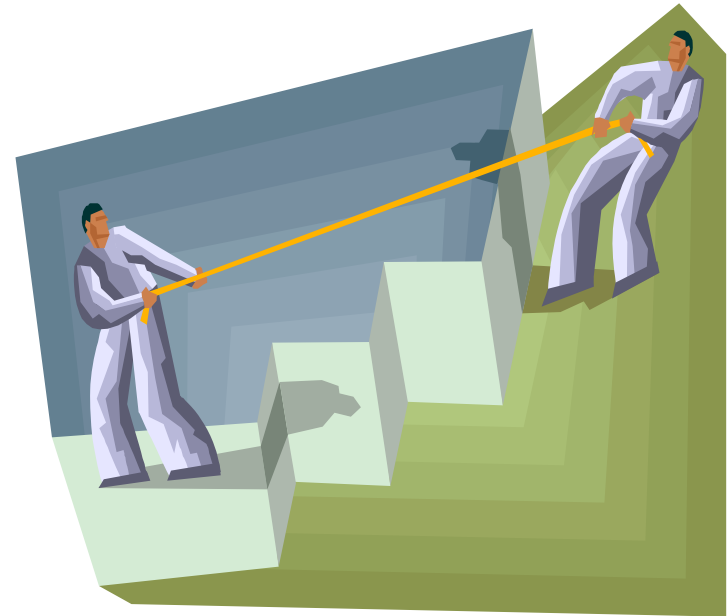
To prevent tenseness....



- Be aware of emotional and mental filters
- Always remain calm and avoid being combative
 - suggest a break
 - pause to collect your thoughts
 - count to ten
 - use your reflective listening skills to defuse the situation
 - suggest an agenda for the rest of the meeting
 - ask “what’s the issue we are discussing?”

Conflict

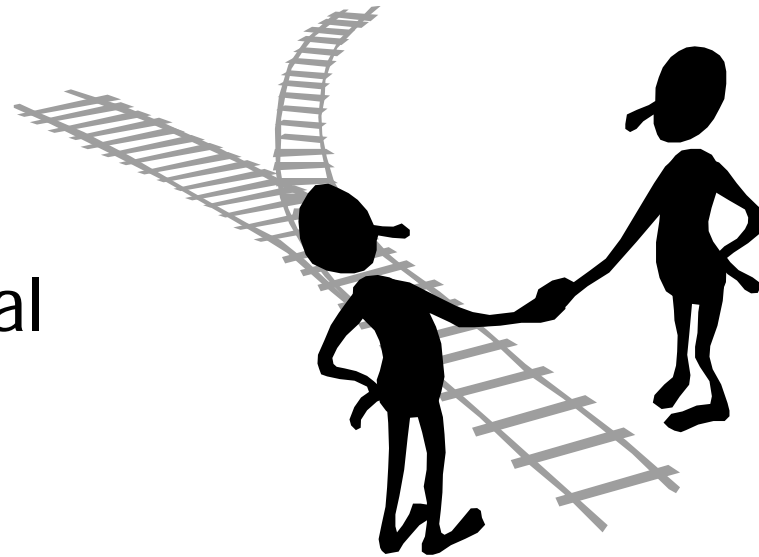
- It is inevitable
- Chance for change
- Conflict can lead to a no-win situation
 - Hardheaded
 - Softhearted
- Use Principled Approach



(Adapted from McKay, Davis, & Fanning, 1983, p. 149)

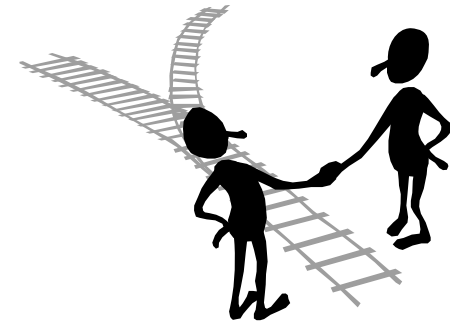
Artful Negotiation

- Preparation
- Discussion
- Proposal & Counter Proposal
- Agreement or Disagreement



(Adapted from McKay, Davis, & Fanning, 1983, pp. 147-148)

Artful Negotiation

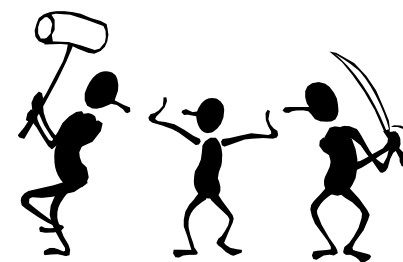


Situation to resolve: Roger met a nice person at the Self Advocates meeting last night. He is interested in asking out the person out. His parents do not want him to date.

Preparation	What do you want? In which areas are you willing to compromise? What is worst thing that could happen?
Discussion	What is their point of view? Am I listening?
Proposal & Counter	You make first offer: What is their counter offer:
Agreement or Disagreement	Is there a disagreement: return to discussion stage Is a time out needed: return to preparation stage

(Adapted from McKay, Davis, & Fanning, 1983, pp. 147-148)

Avoiding Conflict



Don't	Instead, Try This
Ask people why	It looks like you are angry.
Feed the frustration	That must be a big disappointment for you.
Tell people you know how they feel	It is scary to use the stove for the first time.
Comment on a behavior	Butter is not for smearing, let's paint for artwork.

(Adapted from McKay, Davis, & Fanning, 1983, pp. 147-148)



Getting Cooperation



- Give a description
 - Focus on what needs to be done
- Give Information
 - Little bits of wisdom
- Say it with a word or a picture
 - No lectures
- Talk about feelings
 - Describe feelings
- Write a note or use a picture
 - Before work: brush hair, brush teeth, take shower

(Adapted from Faber & Mazlish, 1982, p. 56)

Rules for Conflict Resolution

- Separate people from problem
- Understand the people
- State problem in terms of interest
- List Options
- Make Proposals



(Adapted from McKay, Davis, & Fanning, 1983)

Communicating with People that are Angry

- Support people to deal with their feelings while being respectful and attentive
 - Be quiet, pay attention, and listen
 - Acknowledge their feelings
 - Support the person to put a name on the feeling
 - Give the person their wish in a fantasy



(Faber, & Mazlish, 1982, p. 9)

Gathering Information

■ DON'T

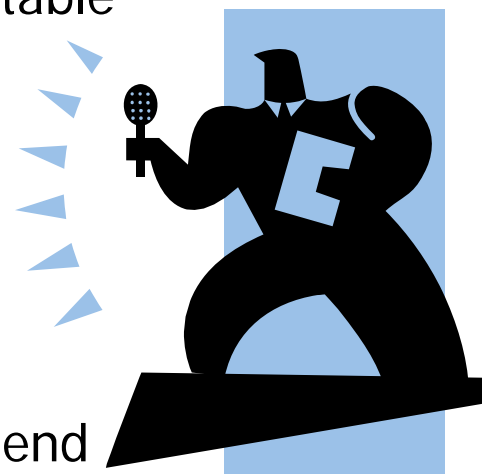
- Make judgments
- Problem solve for people
- Promise things you can not deliver
- Interrogate people
- Lead people to answer
- Ask questions with only yes/no response
- Ask "why"
- Push/hurry people
- Ask more than one question at at time
- Interrupt
- Stay too long



Gathering Information

■ DO

- Meet with people where they are comfortable
- Meet with people in person
- Use the mode of communication they understand
- Use their primary language
- Make it a nice easy conversation
- Respect their right not to answer and to end the interview
- Ask open ended questions that are simple and clear
- Listen closely and look for non-verbal cues





Interview Activity

- Conduct Personal Outcome Interview
 - Work in groups of 3 – 4 people
 - Group identifies a focus person for the interview
 - Identify mode of communication
 - Interview the person and rephrase the suggested questions
 - Indicate additional questions asked
 - Indicate which questions selected for family, friends, DSP
 - Make decision about outcome
 - Indicate any notes or follow-up needed on form
 - Indicate if the outcome is present
 - Indicate if individualized supports are available to achieve outcome for this person



Summary



- Remember your customers
- Communication is two way street
- Listen twice as much as you talk
- Talk with people not at people
- Relax!

Portfolio Assignment - Topic 2

- Conduct Personal Interview
- Videotape
 - Full size VHS tape OR
 - Bring the camera and adaptor so tape can be viewed on the VCR
 - DSP should be seen on video tape





References

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