

BUILDING EFFECTIVE
COMMUNICATION



• STUDY GUIDE •

Understanding the difference between listening and hearing and why both are important to effective communication.

WELCOME TO THE FIRST RESPONDER WELLNESS TRAINING SERIES

WHAT YOU CAN EXPECT FROM TODAY'S SESSION ON COMMUNICATION:

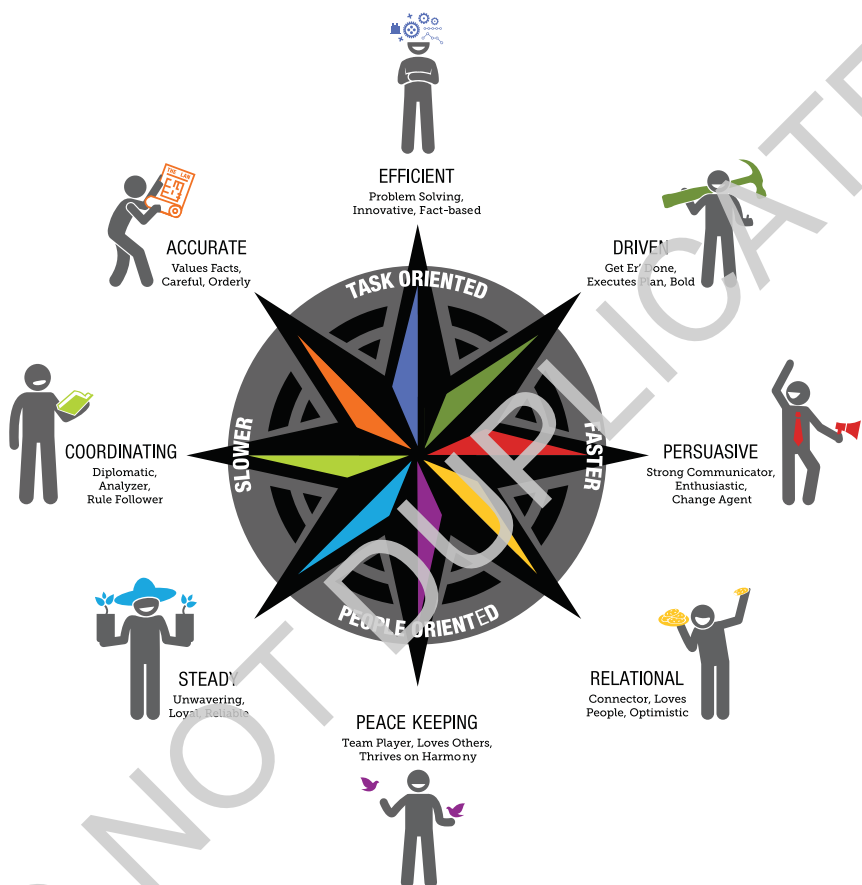
We won't solve all of your communication or relationship issues, but we will give you some helpful tools to use and resources to explore in the future.

You will walk away with a better understanding of what makes a great communicator even better.

You will be given dialog tools that can be used to improve communication TODAY.

Speaking up in sessions is not required. Participation is a decision and can help solidify the concepts learned.





By reviewing our OXYGEN Profile Assessment report, we can see how our unique personality traits, strengths, and overall tendencies can impact the relationships we steward. This report captures how each profile, or personality type, can show up at their best! However, there are times when we are not at our best, such as times of stress on the job or conflict at home. Each profile has a unique way of handling the tougher issues of life: stress, grief, loss, trauma, and conflict.

BREAKOUT ACTIVITY

Turn to you “Keys to Communication” section of your OXYGEN Profile report

1. Identify 3 Key's from the section that describes how you DO want people to communicate with you and put them in order of importance.

2. Identify 3 Key's from the section of your report that describes how you DO NOT want people to communicate with you and rank them in order of importance.

3. Discuss your Keys with your group. Try to avoid sounding demanding or accusatory by staying the positive and encouraging as you share and as you respond to others.

NONVERBAL COMMUNICATION

When interacting with community members there are often heightened senses to the non-verbal communication. The heightened awareness provides safety and security. Most are more likely to believe nonverbal communication rather than what is said out loud.



Facial Expressions



Gestures



Tone of Voice



Body Language



Personal Space



Eye Contact



Touch



Appearance



Artifacts

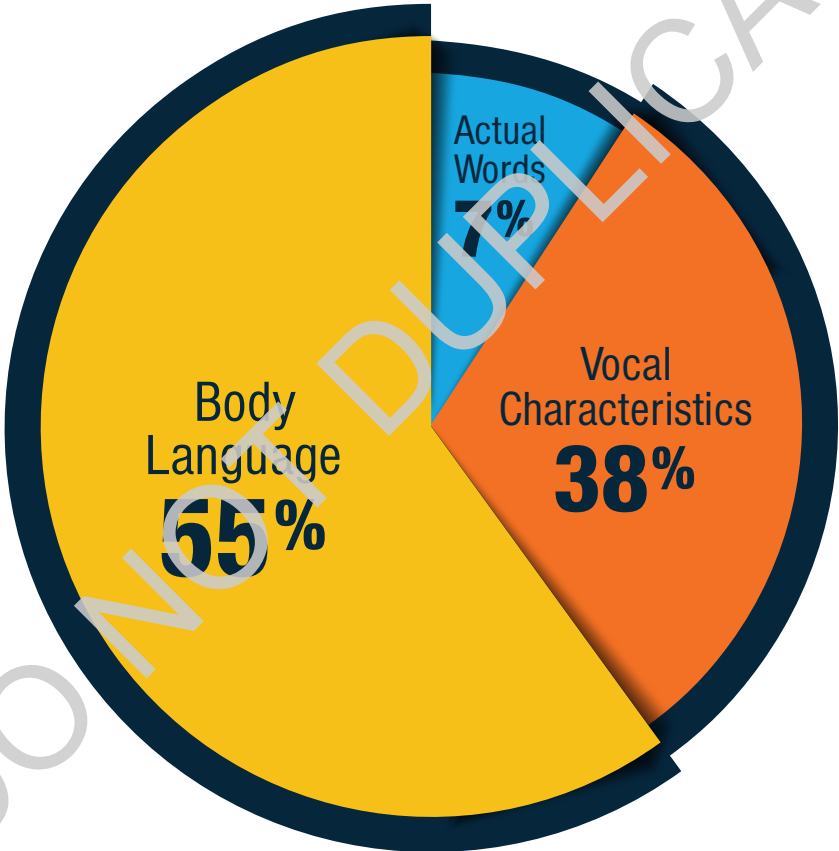
Different personality types generally demonstrate different non-verbal behavior, both good and bad.

No personality type is better than another.

Each one is different, and different is not bad. It's just...different!



THE MEHRABIAN FORMULA





LISTENING SKILLS, WHAT ARE THEY?

Poor listeners tend to interrupt and impatiently wait to make their point. While you are talking, they are often thinking about what they want to say next.

Most people tend to be passive listeners, picking up only those things that relate to them, rather than what the other person is experiencing.

The opposite of passive listening is listening with an open mind and practicing empathetic listening.

Listening with empathy is truly listening to what the other person is saying. Instead of waiting for an opening to get your own point across, you are willing to listen with the sole intent of understanding what the other person thinks, means, and feels – NOT to judge, rebut, advise, or contradict.

Listening with empathy is a learned skill.
It's not something people generally develop automatically.

NOTES:

EMPATHETIC COMMUNICATION

STEP 1: MIRRORING

This step involves listening and repeating back what you have just heard to clarify that you understand what was said.

The speaker uses "I" statements.

Example: *"Lately I have thought"* Or *"I've been thinking a lot about"*

During this time, the listener's job is to simply listen. The listener will have the opportunity to respond later. After the speaker is finished, the listener "mirrors" what she or he has just heard. Example: *"What I heard you say is..."*

Once the speaker has confirmed that the listener has accurately mirrored, the listener invites the speaker to continue by asking, "Is there more?" If yes, the process repeats. If no, then you move on to step two.

STEP 2: VALIDATION

The goal of this step is to make sure that the speaker feels validated.

In other words, knowing that what he or she has just said matters and has value, whether or not you agree with what was said. An example of validation is to say, *"I can understand how you would think..."* or *"I see why that bothers you."*

STEP 3: EMPATHY

The goal of empathy is to try to feel what the other person is feeling.

Communicating empathy can sound like: *"I can imagine you might be feeling..."* or *"If I were in your shoes, I might feel... Do you feel like that?"*

Then, trade roles.

PERCEPTION... IS IT REALITY?

In a communication study conducted by Kari Kristinsson, Inga J. Jonsdottir, and Stefan K. Snorrason, participants were asked about their work related quality of life. Those who felt that they were empathetically and actively listened to reported a more positive work life than those who felt unheard.

Emphatic listening skills relate positively to employees' general well-being and other subcategories of work-related quality of life, including: work-related stress, job satisfaction, job-control and working conditions.

Believe that **you can listen to understand instead of listening** to reply and happiness will follow.

NOTES:

Kristinsson, K., Jonsdottir, I. J., & Snorrason, S. K. (2019). Employees' Perceptions of Supervisors' Listening Skills and Their Work-Related Quality of Life. *Communication Reports*, 32(3), 137–147.
<https://doi-org.postu.idm.oclc.org/10.1080/08934215.2019.1634748>

STRONGER FAMILIES ONLINE

Change to "Stronger Families exists to provide Service Members and First Responders with helpful relationship tools for use at home and on mission. To find out more, go to www.strongerfamilies.com

JOIN US ON SOCIAL

Find additional resources, stories and ideas on the Stronger Families Facebook or Instagram channels. Scan the QR code or go to www.strongerfamilies.com/social to find the latest!



ATTEND OUR FIRST RESPONDER OXYGEN RETREAT

If you're seeking to improve and strengthen your relationship, this retreat is for you and your significant other. Our retreat covers common relationship challenges, such as:



- Personality Differences
- Communication
- Conflict Resolution
- Intimacy
- Forgiveness