

12-09-24

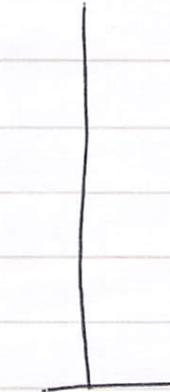
Professional Communication

Tiffany Randa
Anna Lollard
Jordan Wilson
Joshua LaFreniere

Tiffany Randa
Anna Lollard
Jordan Wilson
Joshua LaFreniere

Jamie L
Courtney Urban
Grace Fitting
Jen Harasyn
Sade
Carrie
Tracy
JoAnn Myhre
Sierra Nelson
Beth

Teams



JoAnn Myhre
Sierra Nelson

Teams

Active Listening

Communication Skill



Active Listening: Treating listening as an active process, rather than a passive one. This means participating in conversation, rather than acting as an audience. Active listeners show they are listening, encourage sharing, and strive to understand the speaker.

Show You're Listening

Put away distractions. Watching TV, using your phone, or doing other things while listening sends the message that the speaker's words are not important. Putting away distractions allows you to focus on the conversation and help the speaker feel heard.

Use verbal and nonverbal communication. Body language and short verbal cues that match the speaker's affect (e.g. responding excitedly if the speaker is excited) show interest and empathy.

Verbal: "mm-hmm" / "uh-huh" "that's interesting" "that makes sense" "I understand"
Nonverbal: nodding in agreement reacting to emotional content (e.g. smiling) eye contact

Encourage Sharing

Ask open-ended questions. These are questions that encourage elaboration, rather than "yes" or "no" responses. Open-ended questions tell the speaker you are listening, and you want to learn more.

"What is it like to ___?" "How did you feel when ___?" "Can you tell me more about ___?"
"How do you ___?" "What do you like about ___?" "What are your thoughts about ___?"

Use reflections. In your own words, summarize the speaker's most important points. Be sure to include emotional content, even if it was only communicated through tone or body language.

Speaker: *I've been having a hard time at work. There's way too much to do and I can't keep up. My boss is frustrated that everything isn't done, but I can't help it.*

Listener: *It sounds like you're doing your best to keep up, but there's too much work. That sounds stressful!*

Strive to Understand

Be present. Listening means paying attention to body language, tone, and verbal content. Focus your attention on listening, instead of other mental distractions, such as what you want to say next. When possible, save sensitive conversations for a quiet time with few distractions.

Listen with an open mind. Your job is to understand the speaker's point of view, even if you don't agree. Avoid forming opinions and making judgments until you fully understand their perspective.

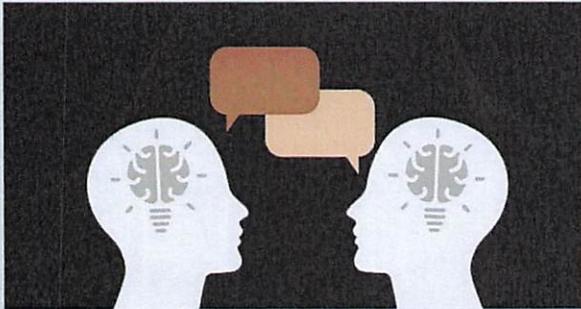
Professional Communication

12/9/2024
Paige Konrad, MA, LPCC, LPC, LMFT
paige.konrad@northstarcommunityservices.com



1

Goals for Today:



- 1) Establish the importance of professional communication
- 2) Become familiar with non-verbal communication and active listening
- 3) Develop an understanding of the 7 C's of professional communication

2

Professional Communication is:

- "...defined as oral, written, digital, or visual forms of information delivery in a workplace. It also involves various forms of speaking, writing, and responding within and beyond the workplace environment. "
- "...about conveying important information from one source to another. If that information is communicated clearly and effectively, businesses are more likely to run efficiently."



3

Why prioritize professional communication skills?

- Knowing how to communicate in the right manner to the right audience in a company can help create a more cohesive workforce
- Communicating honestly and transparently can also foster a sense of trust and positivity
- Healthy professional communication increases work satisfaction and improves morale
- A work culture with strong communication can help improve the exchange of ideas
- Healthy communication aids in employees feeling valued by their employers

4

Tips for Effective Professional Communication:

1. Think it Through:
 1. *Why are you communicating and to who?*
 2. *What is your goal?*
 3. *What do you want the results to be?*
 4. *What format/method will best accomplish your goal?*
2. Give your whole attention
3. Pay attention to non-verbal communication
4. Practice active listening
5. Use time wisely
6. Show appreciation
7. Encourage two-way feedback
8. Engage in one-on-one interactions

5

Facial Expressions:
Keep in mind how your face conveys your emotions

Tone of Voice:
Not just what you say, but how.

- Timing/pace
- Volume
- Inflection
- Sounds that convey understanding: "uh-huh", "mmm"

Physical Appearance/Space:
Being mindful of personal space/physical boundaries

- Sitting vs. standing

Eye Contact:
The way you look at someone can convey interest
It can aid in gauging the others interest/response

Body Posture:
The way you sit, stand, walk, hold your head, posture your arms/hands

The diagram is a circle divided into five segments of different colors, each representing a component of non-verbal communication. Starting from the top and moving clockwise, the segments are: Body Posture (orange), Facial Expression (yellow), Voice Tone (green), Physical Appearance (blue), and Eye Contact (orange).

6

Non-verbal communication that shows attentiveness VS. inattentiveness



7

What is Active listening?

- "Active listening is when you not only hear what someone is saying, but also attune to their thoughts and feelings. It turns a conversation into an active, non-competitive, two-way interaction."



How do I do it?

- **Cognitive:**
 - Pay attention to all the information, both explicit and implicit, that you are receiving from the other person,
 - Comprehending what you are hearing
 - Integrate that information
- **Emotional:**
 - Staying calm and compassionate
 - Managing any emotional reactions (annoyance, boredom) you might experience
- **Behavioral:**
 - Convey interest and comprehension verbally and nonverbally

8

7 C's of Communication

7 Cs of Communication Checklist

Clear	Make objective clear. Avoid complex words & phrases.
Concise	Keep it clear and to the point. Avoid filler words & sentences.
Concrete	Be specific not vague. Use facts and figures to support your message.
Correct	Try to avoid typos. Use correct facts and figures. Use the right level of language.
Coherent	Does your message make sense? Ensure it flows logically. Avoid covering too much.
Complete	Does the message contain everything it needs to? Include a call-to-action.
Courteous	Being polite builds goodwill. Ensure message is tactful.

9

Examples:

1) CLEAR

Example 1: Our primary motive is to increase client satisfaction by 20% in the upcoming quarter through swift response times and customized service.

Example 2: "We need to upgrade customer satisfaction very soon."

2) CONCISE

Example 1: "We should think about reducing costs, maybe by improving effectiveness, or perhaps we could make things self-operating, but without overlooking other areas."

Example 2: "We must reduce costs by 10% this quarter by improving competence and task mechanization."

10

3) CONCRETE

Example 1: "We had a good quarter with more sales and better customer loyalty."

Example 2: "Due to our ad campaign and upgraded customer service in the last quarter, our sales got a 20% hike, and there was a 5% improvement in customer retention."

4) CORRECT

Example: Hi Sam, It was wonderful meeting you last **week**. I had a good time. I'm sure we will be able to do some great work on this project. Let me know **weather** you need any supplies from the company and I'll get them delivered as soon as possible. Thanks again, speak to you soon!

11

5) COHERENT / CONSIDERATION

Example 1: "This being the latest process, everyone is expected to familiarize themselves with it right away without raising any issues."

Example 2: "I have a fair idea that some might find this new process demanding, so we've made further training sessions available, and we're always active to assist with any queries."

6) COMPLETE

Example 1: Hi Guys, Please make sure to bring all the items tomorrow for the meeting.

Example 2: Hi Guys, Just a reminder that we have a meeting scheduled at 10.00 am tomorrow to discuss the ___ event. Please make sure you get all and bring all the props that are needed for the presentation.

12

7) COURTEOUS

Example 1: Dear Suzie, I have noticed that there are always delays in the orders. You need to focus on the orders department as a priority. Please get all the orders cleared ASAP.

Example 2: Dear Suzie, Thank you for your work at the book fair. I have noticed that there are orders pending which need to be cleared on priority. I would appreciate it if you could focus on getting these cleared so that we can avoid any delays to the customer. Thanks a lot, and please let me know if you have any questions regarding the same.

