


VERBAL & PARA-VERBAL

Emphases:

- “I didn’t say you were wrong.”
- “I didn’t say you were wrong.”
- “I didn’t say you were wrong.”
- “I didn’t say you were wrong.”

BODY LANGUAGE

- Sitting & Standing
- Your arms, legs, feet and hands
- Facial expressions



BARRIERS

Common things that people list as barriers include:

- I can’t explain...
- I can’t show...
- I don’t have enough time...
- Doesn’t have the same background as me, and is missing the bigger picture of my message

COMMUNICATION
BE A STAR!

- Situation** • Where, Who, and When?
- Task** • State the task
- Action** • What resolved the problem
- Result** • What was the result?

OPEN QUESTIONS

CLOSED QUESTIONS

- Limits the answer to yes or no
- Tend to shut down conversations
- Is it five o'clock yet?

PROBING QUESTIONS

- Clarification
- Completeness and Correctness
- Determining Relevance
- Drilling Down
- Summarizing

ESTABLISHING COMMON GROUND

- Powerful tool
- Always look for it
- Builds stronger relationships

USING "I" MESSAGES

- Objective description of the behavior
- Effect that the behavior is causing on the speaker
- The speaker's feelings

OCCUPANCY SOLUTIONS, LLC

UNDERSTANDING PRECIPITATING FACTORES

Events can snowball	Adjust your approach
De-personalize negative comments	People have bad days

OCCUPANCY SOLUTIONS, LLC

LISTENING

Listen!	Avoid interruptions	90% / 10% Rule
When you do talk, make sure it's related to what the other person is saying.	Offer advice only if the other person asks you for it.	Environment is conducive to listening.



OCCUPANCY SOLUTIONS, LLC

COMMUNICATION

COMMON MISTAKES

- Not Editing Your Work
- Delivering Bad News by Email
- Avoiding Difficult Conversations
- Not Being Assertive
- Reacting, Not Responding
- Not Preparing Thoroughly
- Using a "One-Size-Fits-All" Approach
- Assuming Your Message is Understood