Slide 1: Do You Hear What I Mean?

Slide 2: Objectives

- Identify the components of effective communication.
- Identify the difference between you- and I-statements.
- Identify the difference between complaints and criticisms.
- Identify how to listen effectively.

Slide 3: Communication

- Information exchanged between individuals through symbols, signs, or behavior
- Exchange of messages in an effort to generate shared meanings and accomplish social goals
- Includes sending and receiving messages
- Two levels of messages
  - Content-level
  - Relationship-level

Slide 4: Self-reflection Exercise

- Think about how skilled you are and how comfortable you feel in handling each of the given situations. This is an individual exercise.

Slide 5: You- vs. I-Statements

- You-statements:
  - Can be perceived as harsh or attacking
- I-statements:
  - Messages that focus on the speaker's feelings about a specified behavior without attacking or blaming others

I feel _____ when _____.

Slide 6: Complaints vs. Criticisms

- Complaints focus on a specific behavior
- Criticisms attack the character of a person
- Focus on complaints rather than criticisms!

Slide 7: Active Listening

- L Listen, empathize, and communicate respect
- A Ask questions and ask permission to take notes
- F Focus on the issues
- F Find a first step

<u>Don't</u>

- C Criticize people who aren't present
- R React hastily and promise something you can't deliver
- Y Yakety-yak-yak – talking to avoid silence

Slide 8: LAFF Don't CRY Exercise

- With a partner or someone sitting near you, please appoint one person to read each role. When you are finished with both scenarios, discuss them with each another.

Slide 9: Objectives

- Identify the components of effective communication.
- Identify the difference between you- and I-statements.
- Identify the difference between complaints and criticisms.
- Identify how to listen effectively.

Slide 10: Do You Hear What I Mean?