

Influencing and Communication

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Learning Objectives



1. Describe key elements of effective communication
2. Identify four main communication styles
3. Employ communication style flexing to influence communication outcomes

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Agenda



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Communication Exemplars



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Essential Communication Qualities



- Clarity
- Credibility
- Authority
- Authenticity

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Communication Styles: What's your "default" style?

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Communication, Influence and Outcomes

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Communication Barriers

- Opposing Styles
- Timing
- Differing Agendas
- False Assumptions
- Stress and Fear
- Internal Focus
- External Distractions
- Cultural Expectations

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Communication Strategies

- Know yourself
- Know your audience
- Know what you want to say
- Know why you want to say it
- Organize your thoughts
- Be direct, specific and clear
- Monitor non-verbal feedback
- Be positive and respectful

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Style Flexing in Action: In Pairs

- Think about a time when you had to deliver challenging feedback about a "problem behavior" to a colleague/trainee who has a different default communication style from your style.
- Let your partner know which of the four basic communication styles to embody (your colleague's/trainee's style) and then facilitate a brief feedback conversation with your partner.
- After your brief feedback conversation, your partner will then report back to you their understanding of the "problem behavior."

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Questions?

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