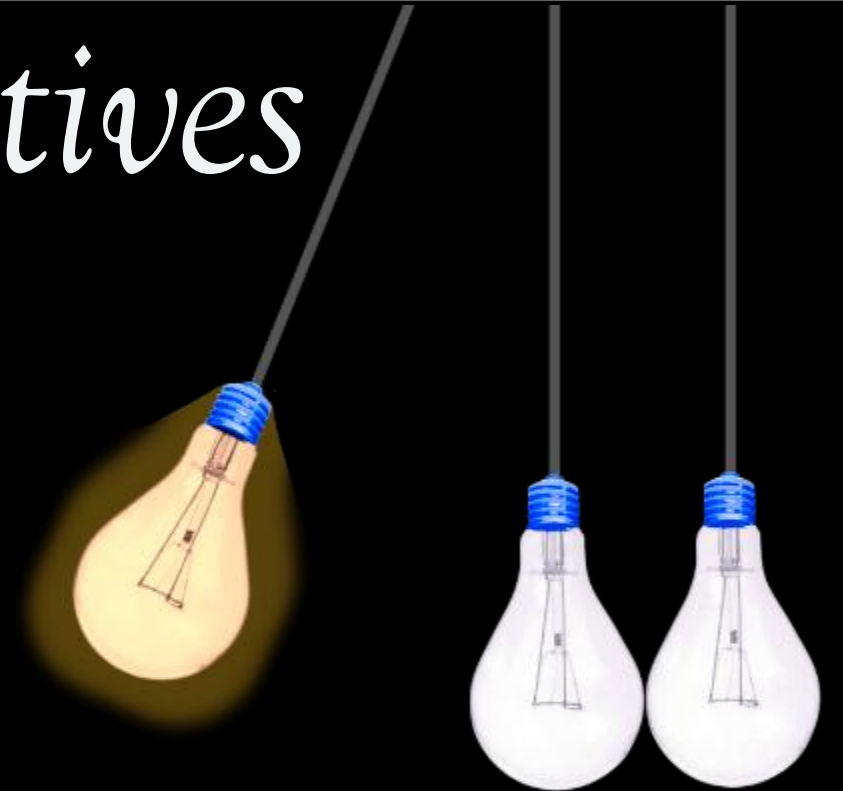




*7 Habits of
Highly Effective
Communicators*

Learning Objectives

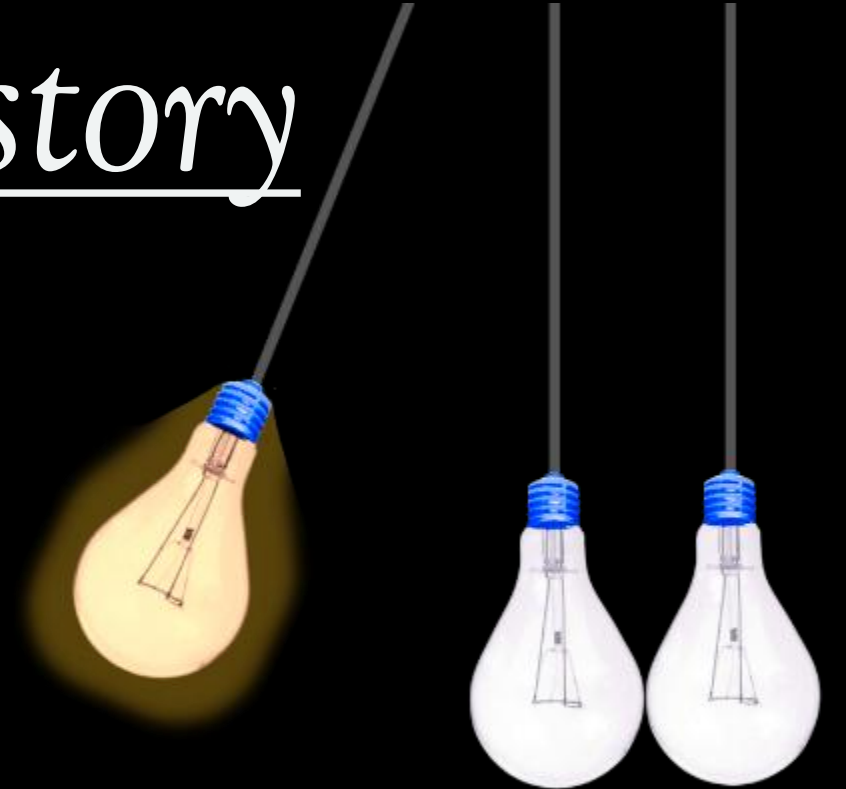
- Review the obstacles to open communication in today's society.
- Describe best practices for interpersonal communication.
- Practice learned techniques through interactive exercises to improve communication style.



Discover our history

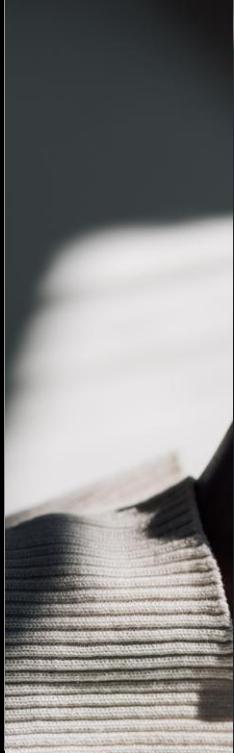
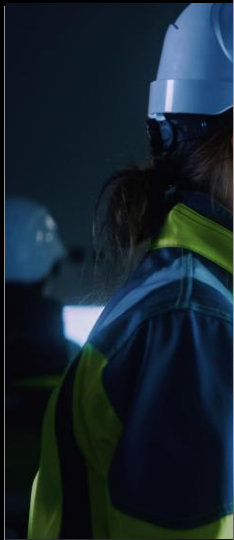
- Pond Wampanoag Tribe
- Mashpee Wampanoag Tribe
- Pokanoket Wampanoag Nation
- Chappaquiddic Pokanoket Nation

- We Still Live Here - Âs Nutayuneân



Kuweeqâhsun!

Listen



Sit up straight

Listen

Ask questions

Nod

Track the speaker

Connect

Practice affective empathy

1. What are they going through?
2. What was their mood like?
3. What is going on in this person's life that might be making them sad, anxious, scared, or angry?
4. How are you contributing to how this person is feeling?
5. What could you do or say to improve this person's situation?

Be Curious

Open-ended questions

Affirmations

Reflections

Summarize

Word Choice

Concise

Clear

Concrete

Correct

Coherent

Complete

Courteous

subject: NEed ASAP

With everything going on and all the balls were juggling we should probly meet sooner then planned. I dont feel like your keeping me up to date on this and I want to chat about future potential possible projects which we may not be able to complete if we cant fix the communications. In fact I think you shoud have been asking me to meet sooner meeting in my opinion. Also I had questions about era and our nps. So let me know when we are meeting this afternoon if possible.

subject: URGENT: Can we meet this week?

Hi Jess,

With everything we have going on, I feel a little out of the loop. I'm concerned we may miss something and want to be sure we keep clear communication! We have a lot of future projects that hinge on keeping this current one on track. Are you available to meet this week? Please send a calendar invite for either before clinic or during lunch, whichever day works for you.

Also, following up on ARRA and the changes we will need to make to our Notice of Privacy Practices: When can we expect an updated draft to review?

Thanks,

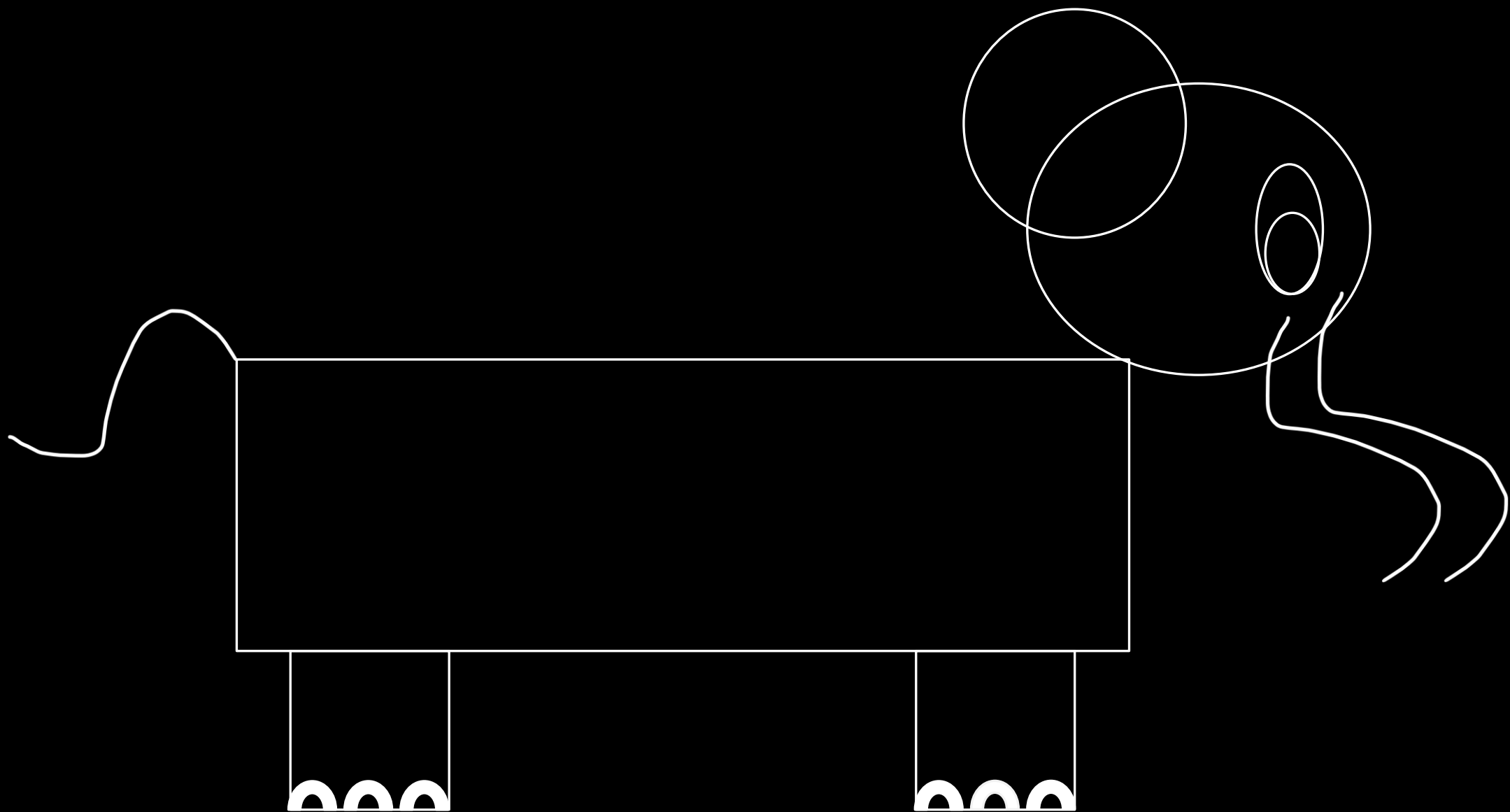
John

John Doe MD

Nonverbal Cues

All right, we have a lot to get done today, so everyone - come in, find a seat, and let's get started.

Have Clear Goals



Stay Open To Learning



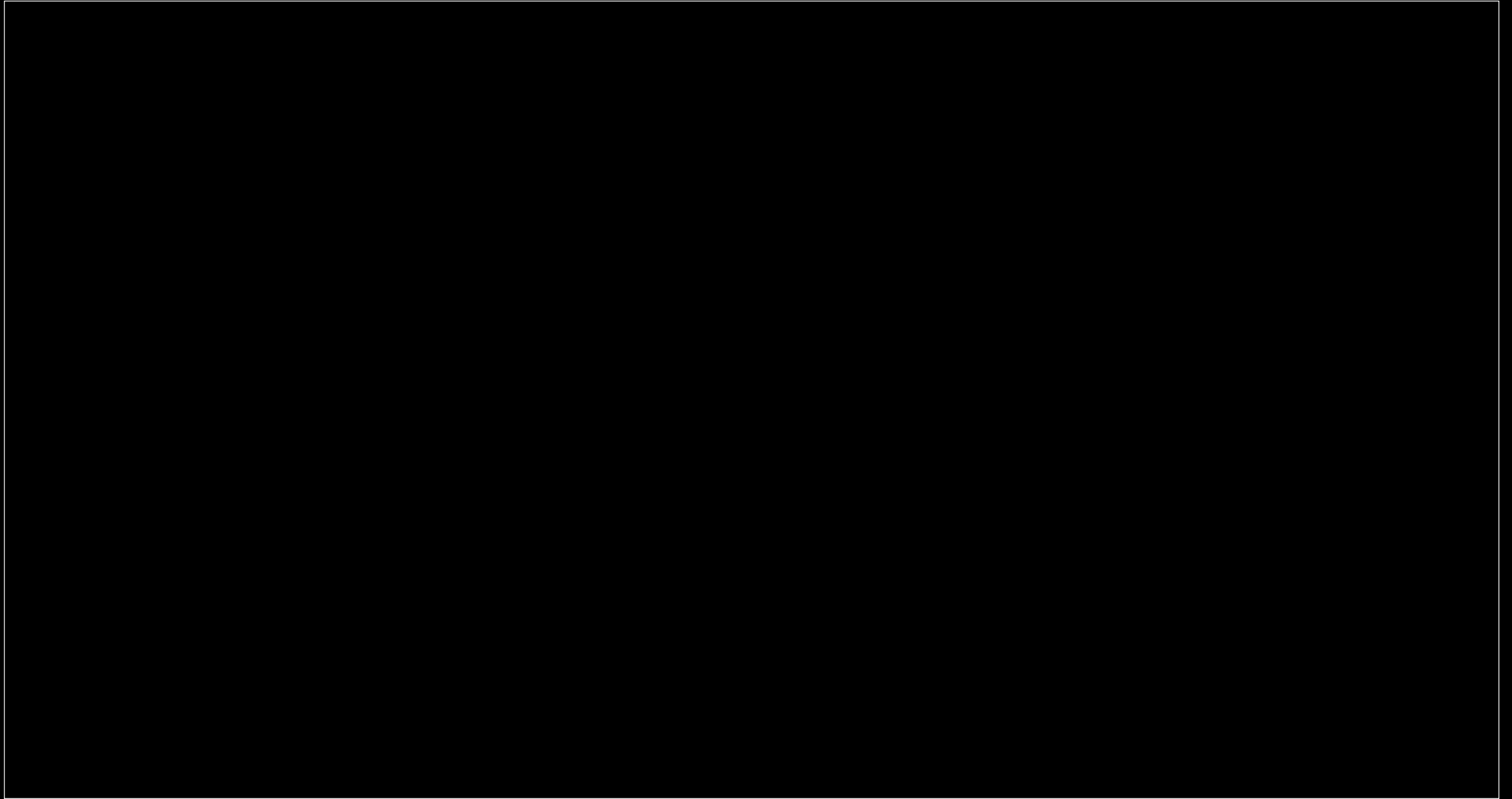
*Do the best you can
until you know better.
Then, when you know better,
do better.*

Maya Angelou

Underpromise, Overdeliver

Silence is Powerful

Always Lift Others Up



1. *Listen*

2. *Connect*

3. *Be Curious*

4. *Word Choice*

5. *Nonverbal Cues*

6. *Clear Goals*

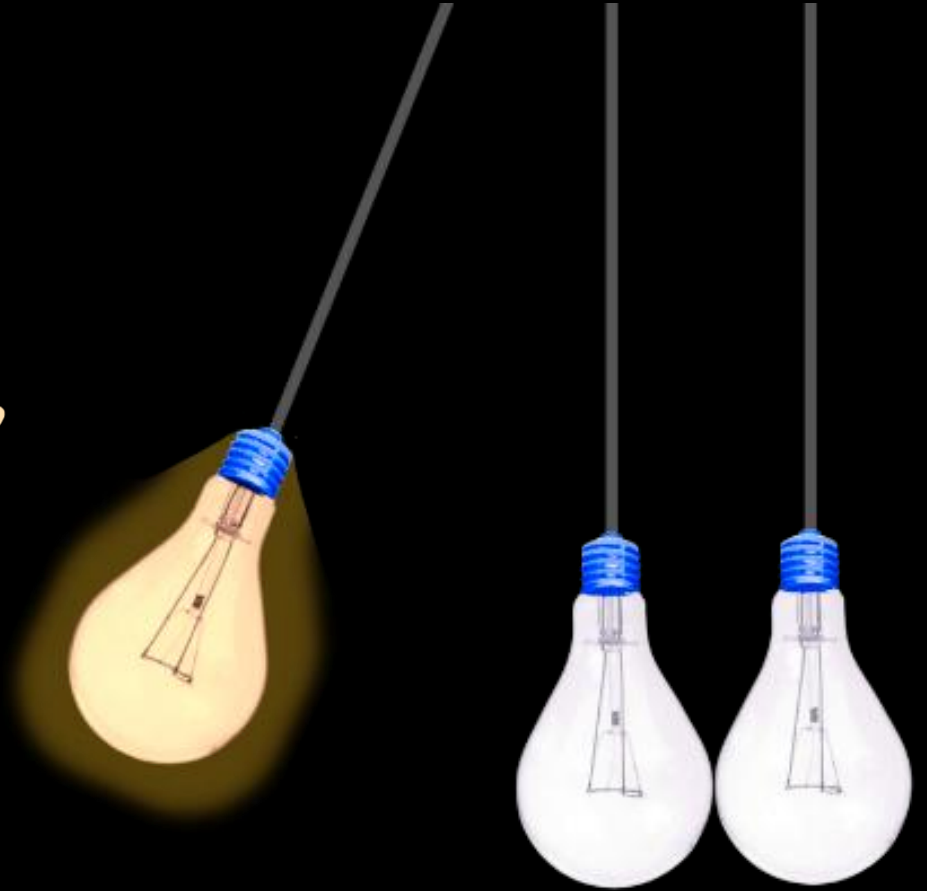
7. *Stay Open to Learning*

+1 *Underpromise, Overdeliver*

+2 *Silence is Powerful*

+3 *Always Lift Up Others*

*Practical Management
& Leadership Consulting*



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