

# The Art and Science of Communication Knowledge Course

## Table of Contents

### Course Objectives

### What Is Communication?

### Chapter One: Introduction to the Communication Model

### Three Steps of Communication

### Three-Step Model: Step One

### Know Your Goal

### Picture the Outcome

### Prepare the Receiver

### Practice Positive Intent

### Positive Intent: Practice

### Understanding Assumptions

### How to Avoid Harmful Assumptions

### Listen to Your Self-Talk

### Characteristics of a Clear Message

### More Characteristics of a Clear Message

### Three Styles of Communication

### Body Language Speaks Volumes

### Inconsistent Signals

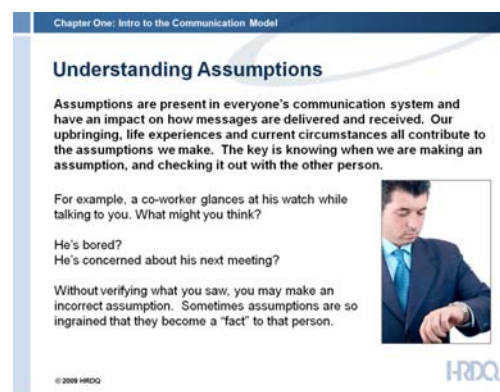
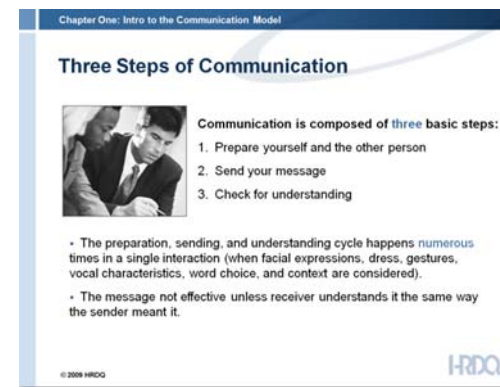
### Three-Step Model: Step Three

### Active Listening

### Listen With Compassion

### Paraphrasing

### Paraphrasing: Examples



# The Art and Science of Communication Knowledge Course

## Table of Contents

-- Continued --

Ways to Improve Communication

Obstacles to Communication

**Chapter Two:  
Increasing the Effectiveness Of Every Interaction**

Building Rapport

Show Encouragement

Receptive Body Language

Mirroring Nonverbal Messages

More Nonverbal Messages

Eight Guidelines: Part One

Eight Guidelines: Part Two

Eight Guidelines: Part Three

Building Credibility

Tips for Building Credibility

Being Direct Without Being Rude

Being Direct: More Examples

Positive Phrasing

Make Your Message Memorable

**Chapter Three:  
Communicating in Difficult Situations**

Communicating in Conflict

Positive Intent


Positive Intent: Example

Chapter One: Intro to the Communication Model

### Three-Step Model: Step Two

#### 2. Send your message

The second step of the communication model is sending your message. Look at this picture and think about how you would describe it — not only what you literally see, but also the “backstory” — what you think is going on in the picture.



If you described this picture to someone else, how closely do you think the picture in their head would match the actual photo?




*It can be difficult to send a clear message.*

HRDQ

Chapter One: Intro to the Communication Model

### Three Styles of Communication

Your communication style is an important element of sending your message. There are three general styles of communication:

Passive	Aggressive	Assertive
 <p>You put the rights of others before your own, minimizing your own self worth.</p> <p>Verbal clues: Soft or tentative voice, indirect requests, apologetic, always agrees, doesn't speak up.</p>	 <p>You stand up for your rights but violate the rights of others.</p> <p>Verbal clues: Monopolizes and interrupts, sarcastic and condescending, poor listener, blaming others.</p>	 <p>You stand up for your rights while maintaining respect for the rights of others.</p> <p>Verbal clues: States expectations without labels of judgments, honest and direct, checks on others' feelings, effective listener.</p>

© 2009 HRDQ

HRDQ

Chapter One: Intro to the Communication Model

### Active Listening

Goes beyond waiting for the other person to finish talking



- Does not involve giving answers, directions, or taking control of a conversation
- Requires 100% attention: Must eliminate distractions in order to concentrate on the speaker
- Requires proof of respect: Must let the other person know you take his/her views and/or opinions seriously
- Requires proof of understanding, not just proof of listening

© 2009 HRDQ

HRDQ

# The Art and Science of Communication Knowledge Course

## Table of Contents

-- Continued --

De-escalate Emotions

De-escalate Emotions: Things to Do

Detached Responsibility

Detached Responsibility: Example

Keys to Handling an Angry Person

More: Keys to Handling an Angry Person

Keys to Dealing with Denial

Uncovering Hidden Agendas

Symptoms of Hidden Agendas

Conclusion

**Order Online.**

**Call us at 800.257.4916**

