

# Communication Strategies



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**What Are You Going  
To Do With That?**

# Learning Objectives

At the end of this workshop, you will be able to:

- Identify common communication problems that may be holding you back
- Develop skills to ask questions that give you information you need
- Develop skills to listen actively and empathetically to others
- Enhance your ability to handle difficult situations



# Creating Positive Relationships

1. Speak to people
2. Smile at people
3. Call people by name
4. Be friendly and helpful
5. Be cordial
6. Be genuinely interested in people
7. Be generous with praise, cautious with criticism
8. Be considerate with the feelings of others
9. Be alert to give service
10. Practice your positive sense of humor



# Uplifting Talk

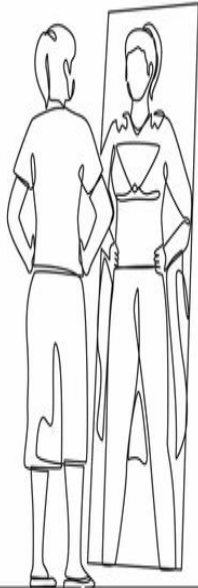
## Self-Defeating Talk

- There is nothing we can do
- They won't allow that
- I can't...
- I must...
- If only...

## Uplifting Talk

- Let's look at the choices
- We can try something new
- I will...
- We can...
- From here on...





## ➤ Developing Confidence

To get better at communicating, there are a few things that we can do to develop confidence:

- Fake it until you make it
- Be well prepared
- Learn how to relax
- Be consistent



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# What is Your Definition of a Skilled Communicator?

- Expresses him/herself well
- Is believable, trustworthy
- Is a good listener
- Is sensitive to the needs of others



# Communication Barriers



# Prepare, Prepare Prepare!!!

Have a Purpose



Have an Outcome



Make sure the  
Receiver is Ready



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# Apply Positive Intent



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**Your supervisor calls you to say that he has chosen someone else for a project team position that you were hoping for. You love your current job, but you know you would have done a great job on that project team. Your first reaction is to be mad at your boss for being a jerk and not selecting you.**

**Using positive intent, think of a reason your boss would have selected someone else.**



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**You are in a team meeting and you suggest a great solution to the problem. Your supervisor says that she cannot go in that direction, and asks the team for other suggestions.**

**Using positive intent, think of a reason your supervisor would have answered that way.**



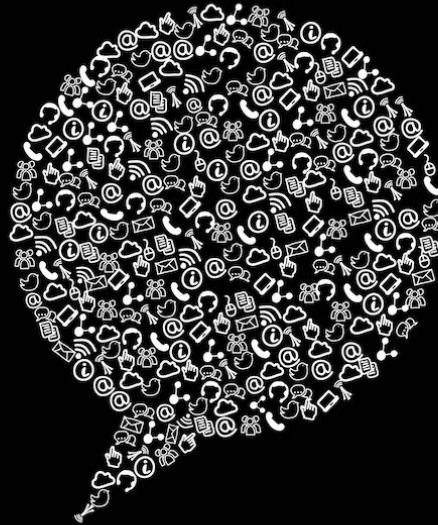
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# Delivering Your Message

Direct Language

Repetition



Factual Descriptions

Non-Verbal  
Messages



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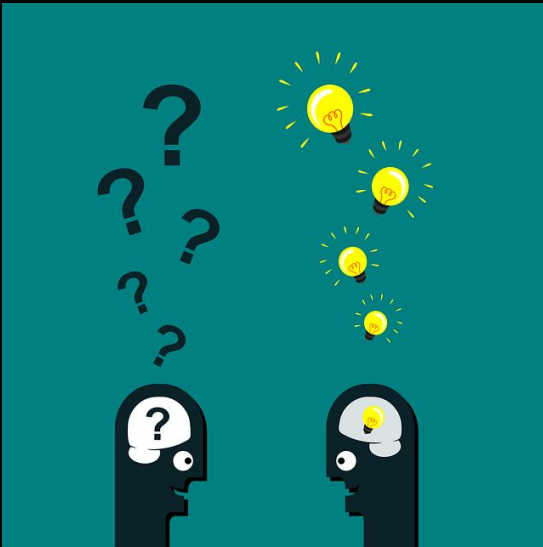


# *Like This or Like That?*

I need that e-mail ASAP.

That is a ridiculous idea.

Stop behaving like a child; this is work!



# Check For Understanding

Some ways to check for understanding:

- What do you think about what I just said?
- Let us summarize what we have covered so far
- Please tell me what you are thinking.
- Does that make sense?
- If you were going to share this with the team, what would you say?
- What is not making sense here?





# Being Mindful



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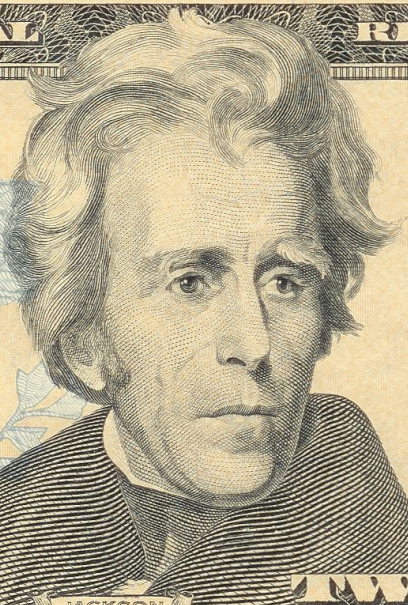


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*Anna Escobedo Cabral*

Treasurer of the United States.

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*Henry M. Pantano Jr.*

Secretary of the Treasury.



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# Self Attitude

Self-concept, self-image, and self-esteem can all impact the way we send and receive messages. Individuals with low self-esteem and a negative self-image tend to operate in a passive style. Other people might think that they are superior to everyone else, resulting in an aggressive style. This creates all kinds of interesting conversations!

# Self Attitude

Self-concept, self-image, and self-esteem can all impact the way we send and receive messages.

## Words to Watch Out For:

- I will try
- Ought to
- Should have
- Must
- Always/Never



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# Your Inner Self Talk

- Be aware of the internal messages you give yourself
- Replace your self-talk with positive, confident words
- We know that is easily said, and more difficult to realize, but it's worth the results!



# The Assertive Formula

Step	Goal	Example
<b>Step 1</b>	Non-judgmentally describe a specific behavior of the other person.	When you...
<b>Step 2</b>	Describe, as specifically as possible, the effects this behavior is having, or the practical problems it is causing in your life.	The effects are...
<b>Step 3</b>	Describe how you feel as a result, without using the expression, "you make me..."	I feel...
<b>Step 4</b>	You describe what you want, preferably after you give the other person a chance to state what they think might be done.	I prefer/would like...



# Expressing Your No

Say no, firmly and calmly



Say no, followed by a straightforward explanation



Say no, and then give a choice or alternative.



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# Expressing Your No

Say no and then clarify your reasons.



Use your natural no



Make an empathetic listening statement



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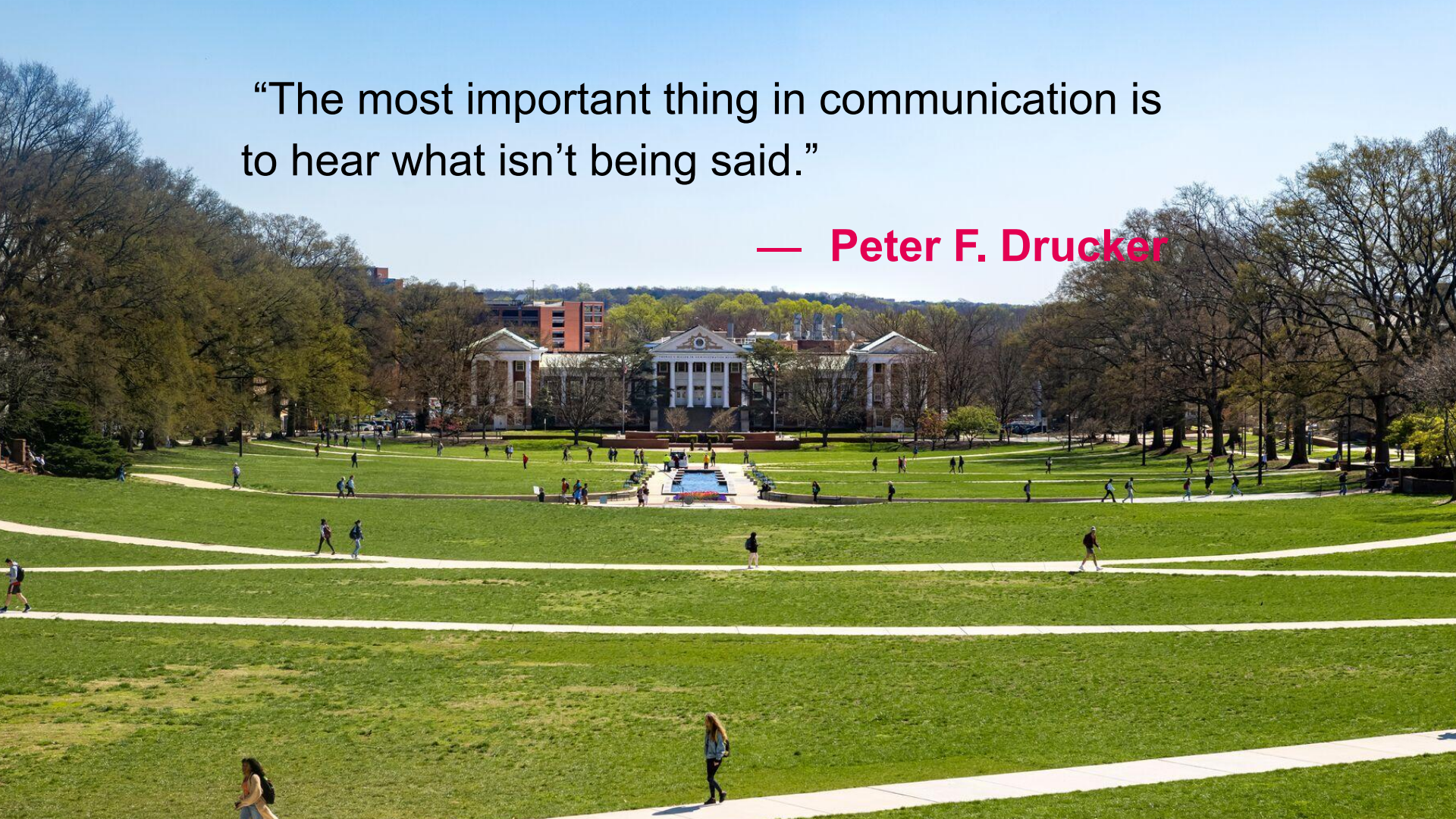
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“The most important thing in communication is to hear what isn’t being said.”

— Peter F. Drucker



# Thank You!

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