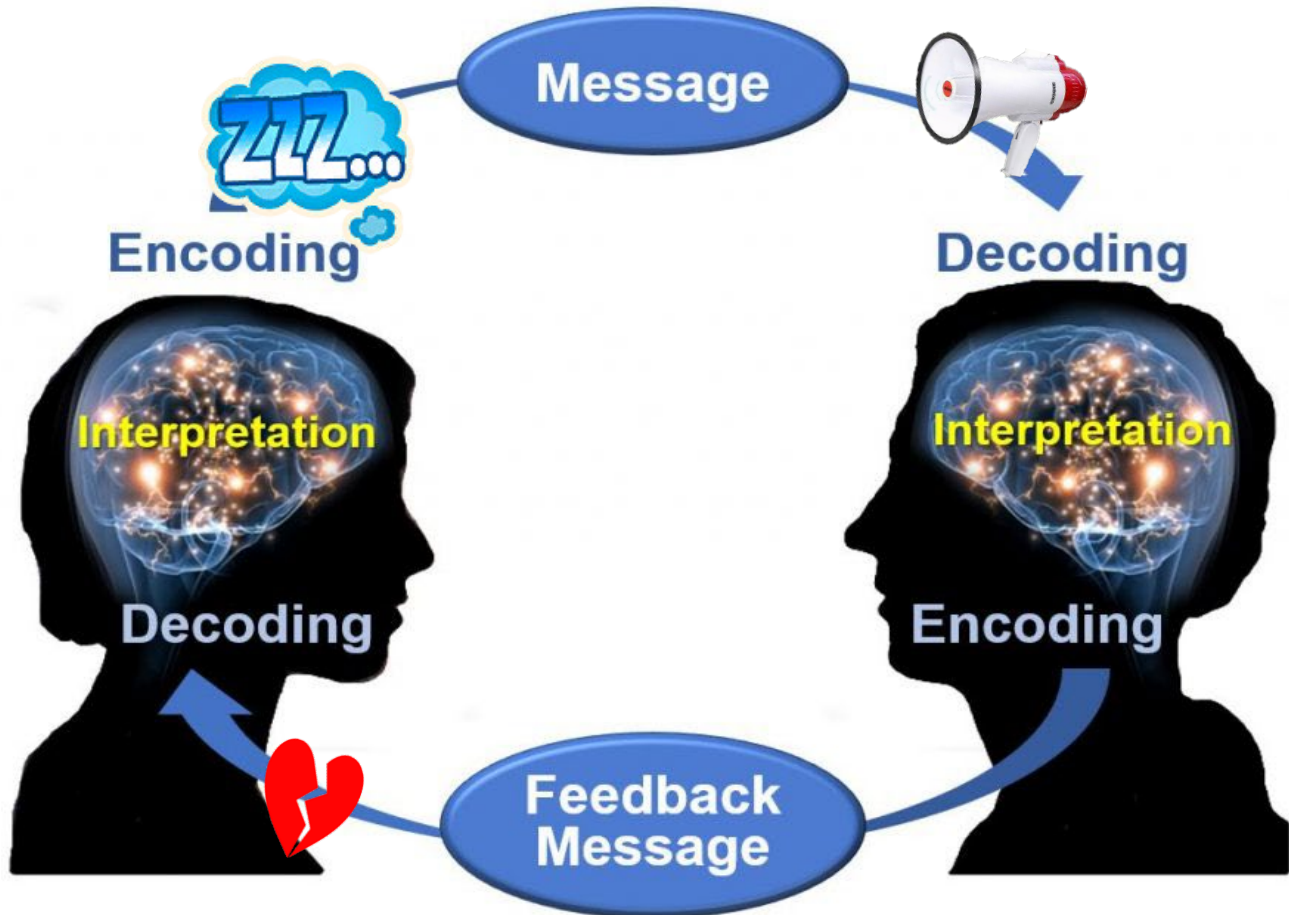


COMMUNICATION PROCESS:

The goal of communication is to ensure that you've moved an idea in your head into someone else's head so that they understand your idea as you understood it.



Other types of Communication include:

- **Non-Verbal** - Nonverbal communication includes gestures, facial expressions, and body positions (known collectively as “body language”), as well as unspoken understandings ...
- **Active Listening** - Active listening requires you to listen attentively to a speaker, understand what they're saying, respond and reflect on what's being said, and retain the information for later.
- **Writing** - the activity or skill of marking coherent words on paper and composing text

Listen: To listen actively takes concentration, hard work, patience, the ability to interpret other people's ideas and summarize them, as well as the ability to identify nonverbal communication such as body language. Listening is a learned skill that requires a conscious and emotional effort. This is essential to having an effective performance evaluation interview and applies to any coaching moment.

Acknowledge: The employee must feel that you respect what they said and that their view carries weight and is being heard. This is your verbal cushion that makes you come across poised. Examples include:

- ✓ I can appreciate where you are coming from.
 - ✓ I understand why you might say that.
 - ✓ Ok.
 - ✓ Interesting point.
 - ✓ I agree.
 - ✓ I disagree.
 - ✓ I'm not sure where you are coming from.
 - ✓ I like where you are going with this.
 - ✓ Not sure I see it that way.
 - ✓ I see it that way as well.
 - ✓ If I were in your shoes, I'd be feeling the same way.
 - ✓ I've been there before.
 - ✓ I hear what you're saying.
 - ✓ Strong observation.
-

Clarify: Breakdown generalizations and get clarity about certain points. You ask questions and/or make statements to better understand what exactly the employee is saying. This removes guessing before you respond and allows you to modify your answer accordingly. Examples of questions and statements include:

- ✓ Elaborate on that for me.
 - ✓ Tell me more about that.
 - ✓ Help me understand what _____ means.
 - ✓ Please define that.
 - ✓ What does that mean?
-

Explain: Once you have successfully translated what the employee said and you both are on "the same page", you can make the meaning of something clear to somebody. You'll offer reasons for the actions, beliefs, or remarks. This can include:

- ✓ Discussing ways to move forward to enhance and maintain a behavior.
- ✓ Recapping what was said.
- ✓ Providing an action plan to move forward.
- ✓ Stating an opinion on what you observed.
- ✓ Providing an explanation or response.