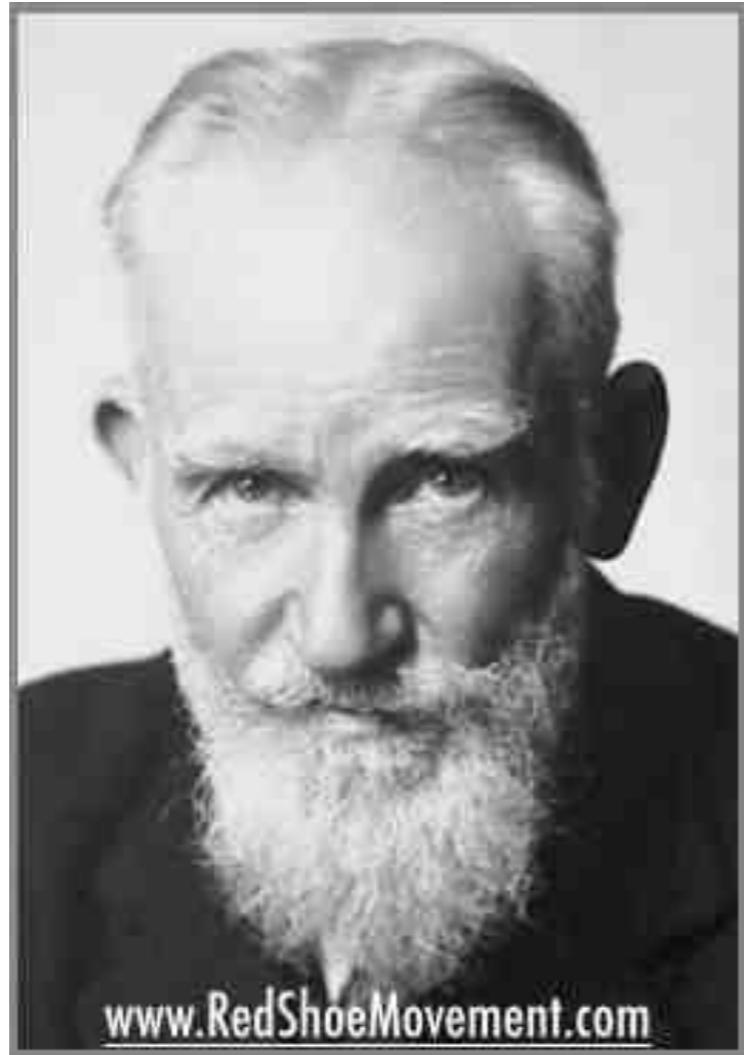


Effective Communication

Steve Edwards and Steve Lowe

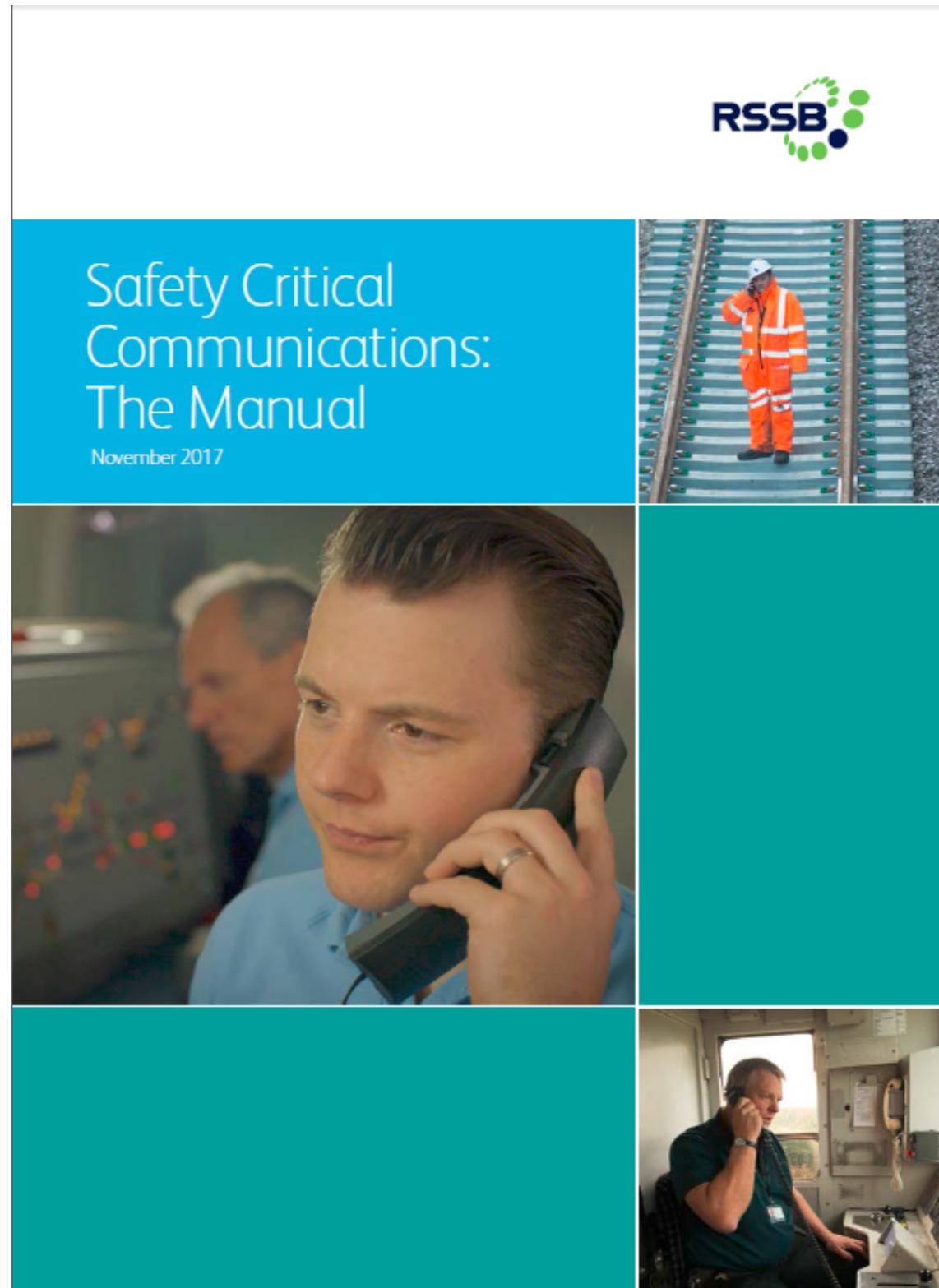


www.RedShoeMovement.com

“The single
biggest
problem with
communication
is the illusion
that it has
taken place.”

George Bernard Shaw





Safety Critical Communications Modules - 1 to 6 should be being briefed out to you now, or if you haven't yet seen it, you soon will.

It is available via Safety Central on Connect.

But don't think that effective communications are only relevant to the frontline teams. It's a part of everyone's day to day life.



Effective Communication

Bridging the Gap

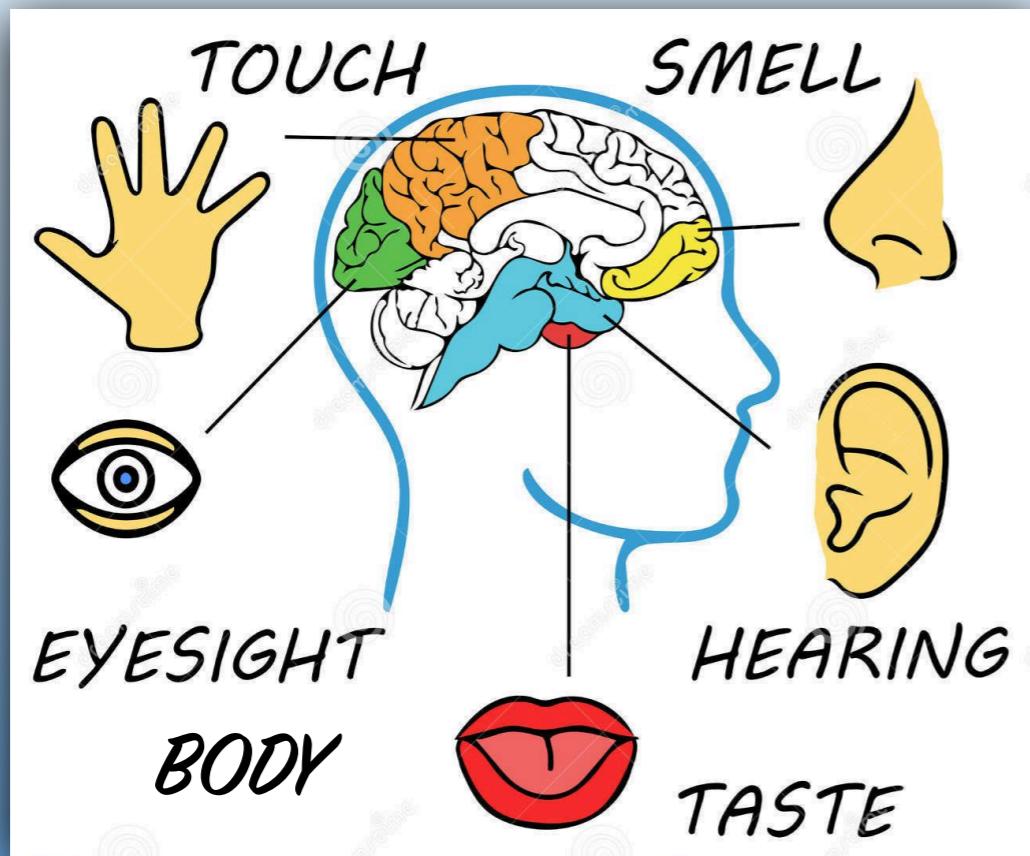




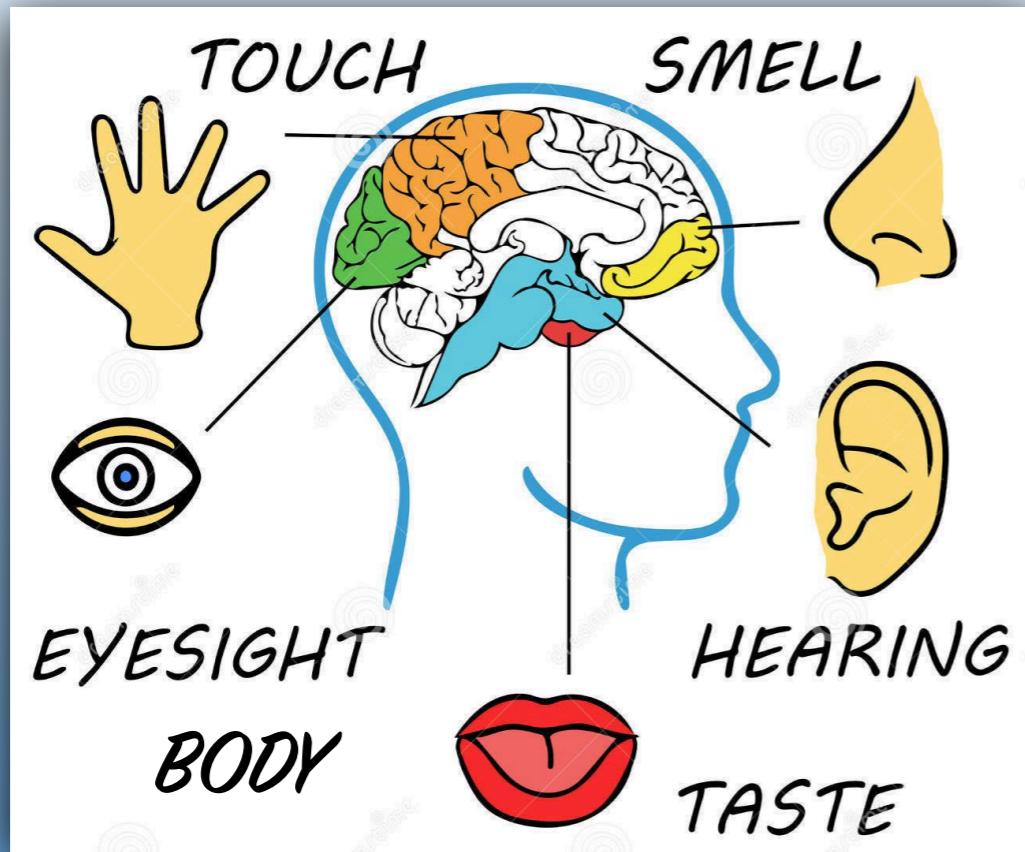
You cannot
not Communicate

Attention and Assumptions

Attention and Assumptions

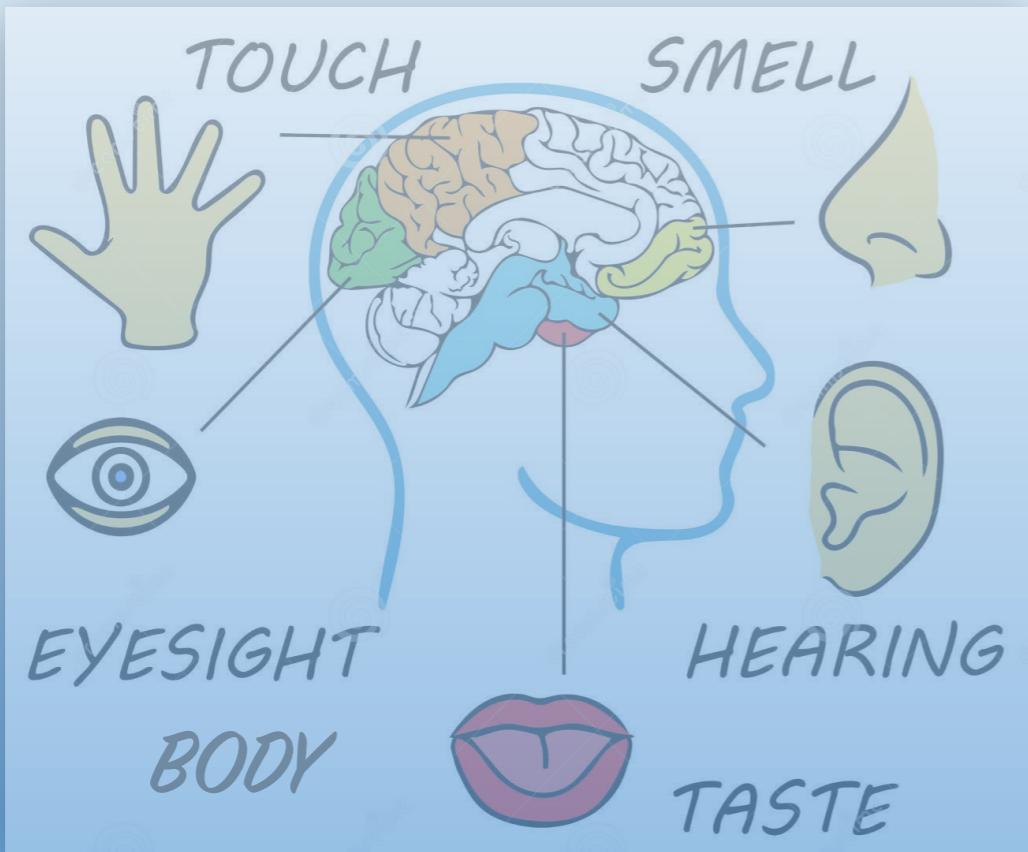


Attention and Assumptions

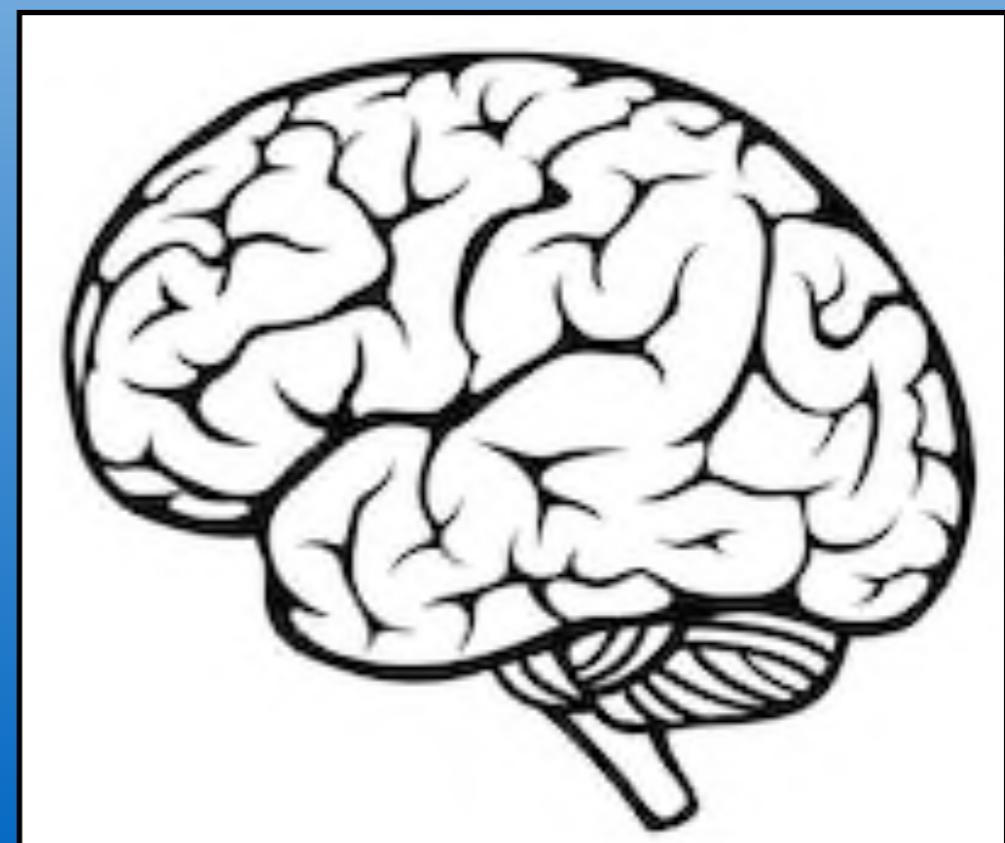


40 Million bits/sec

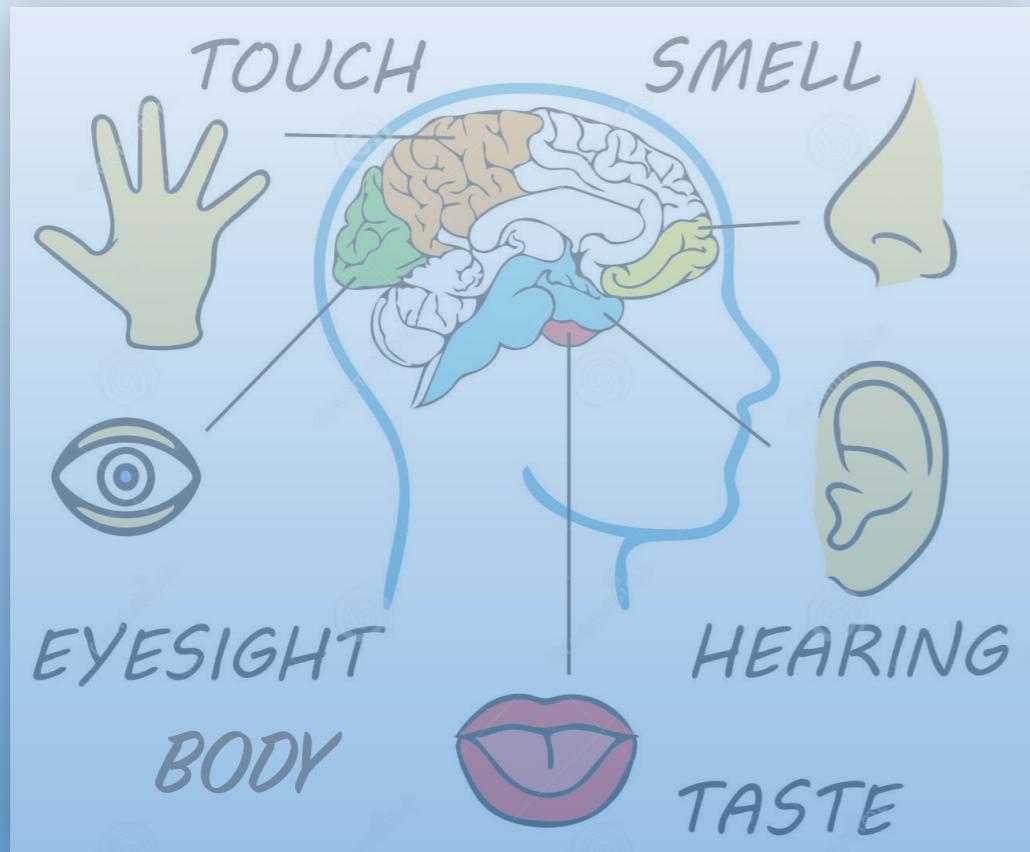
Attention and Assumptions



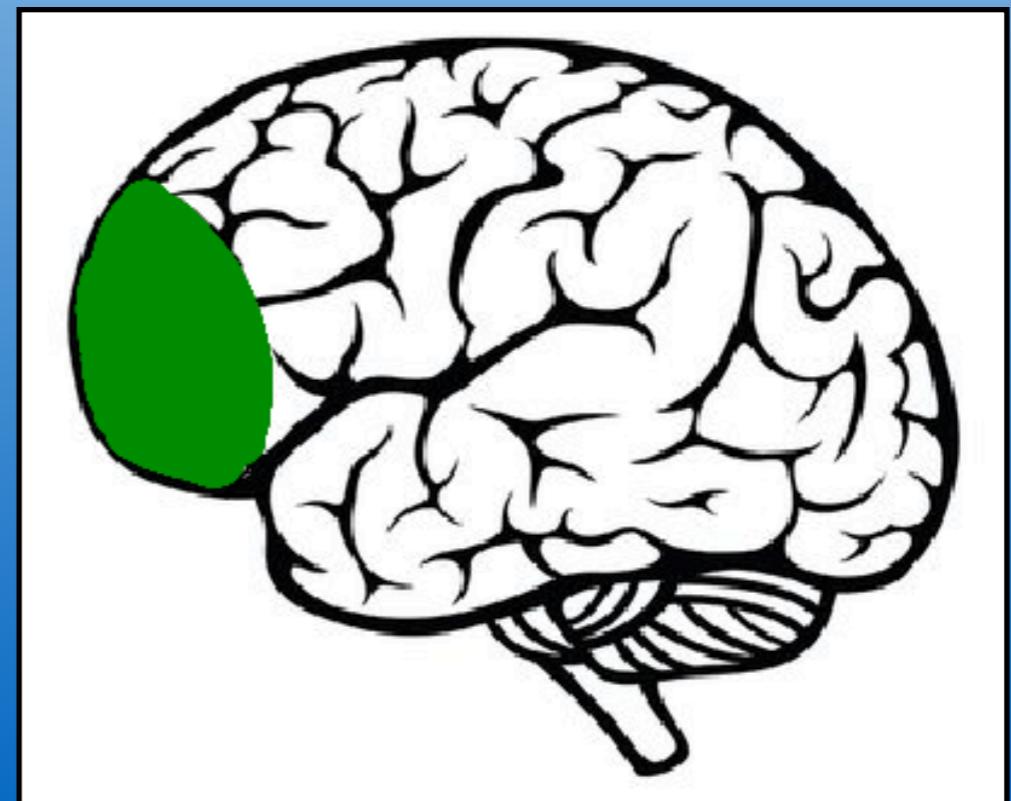
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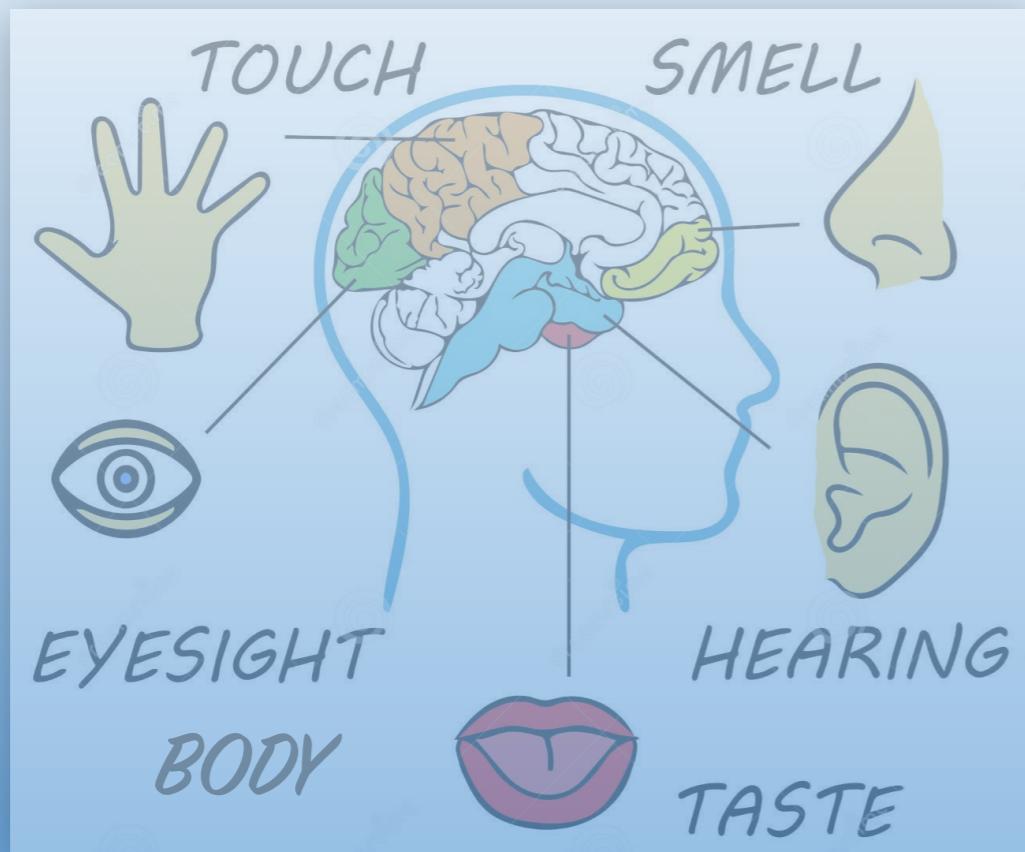
Attention and Assumptions



40 Million bits/sec

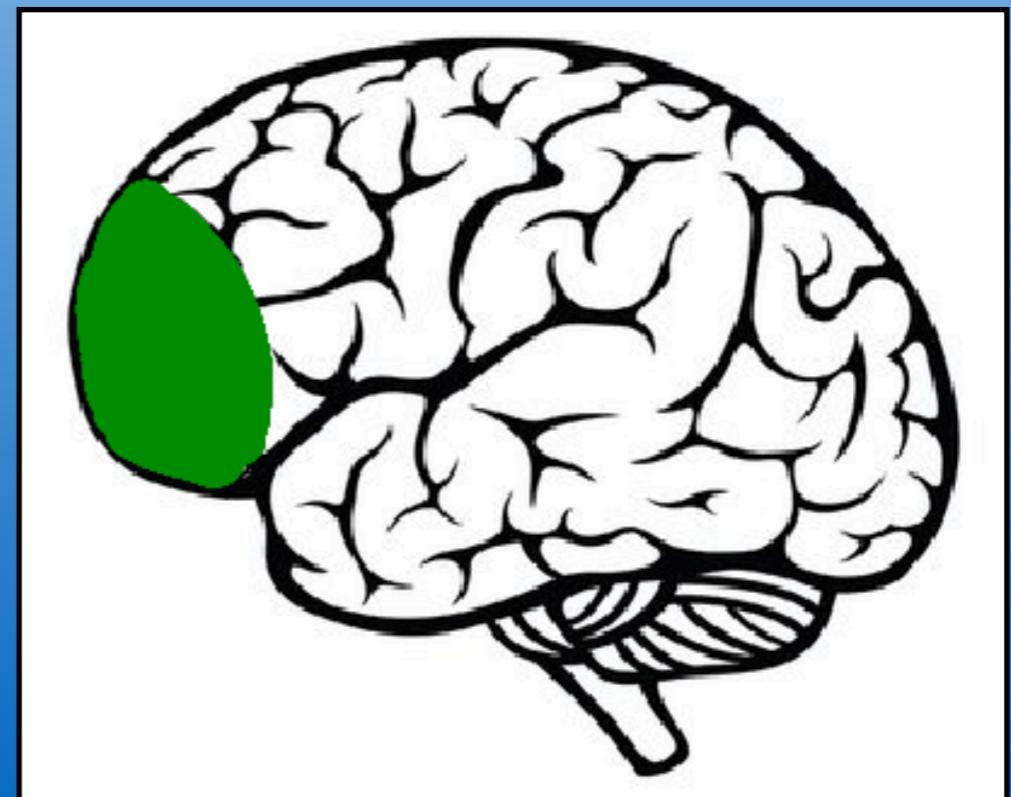


Attention and Assumptions

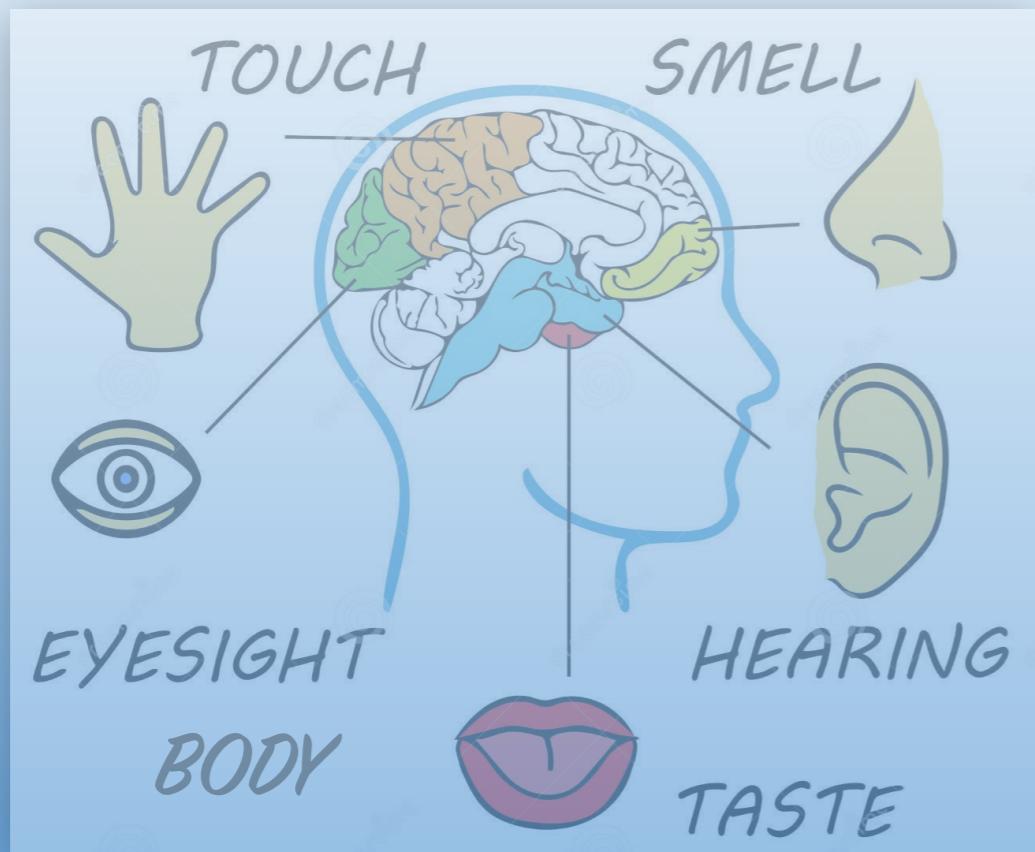


40 Million bits/sec

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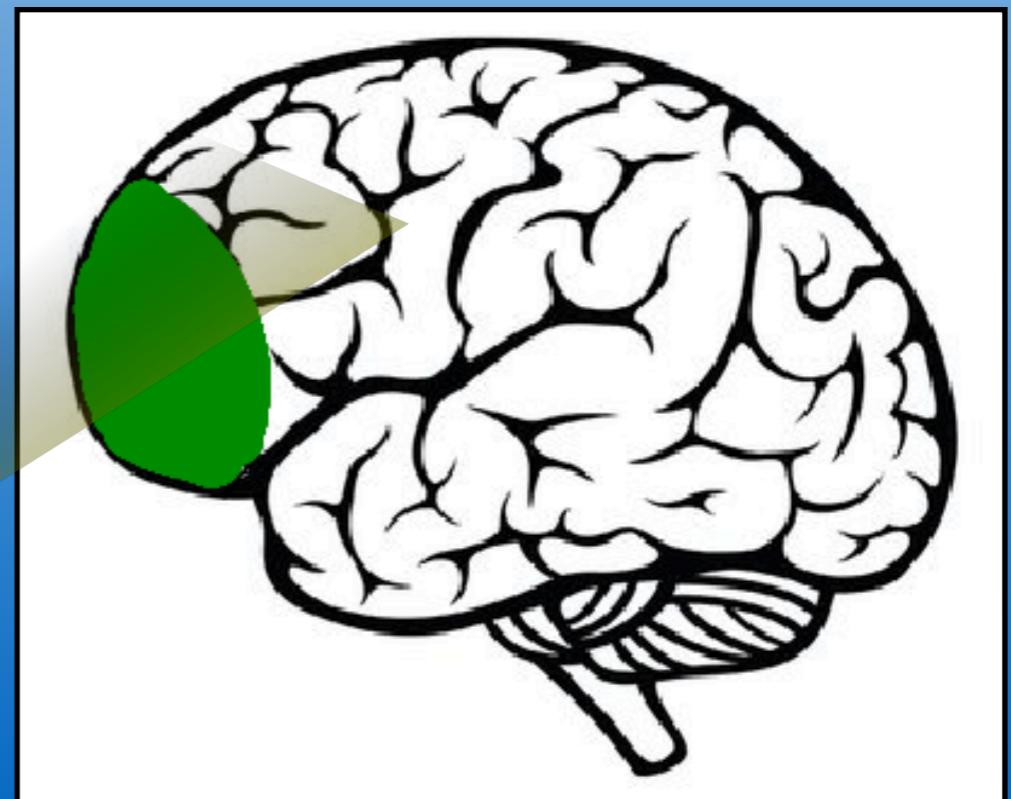


Attention and Assumptions

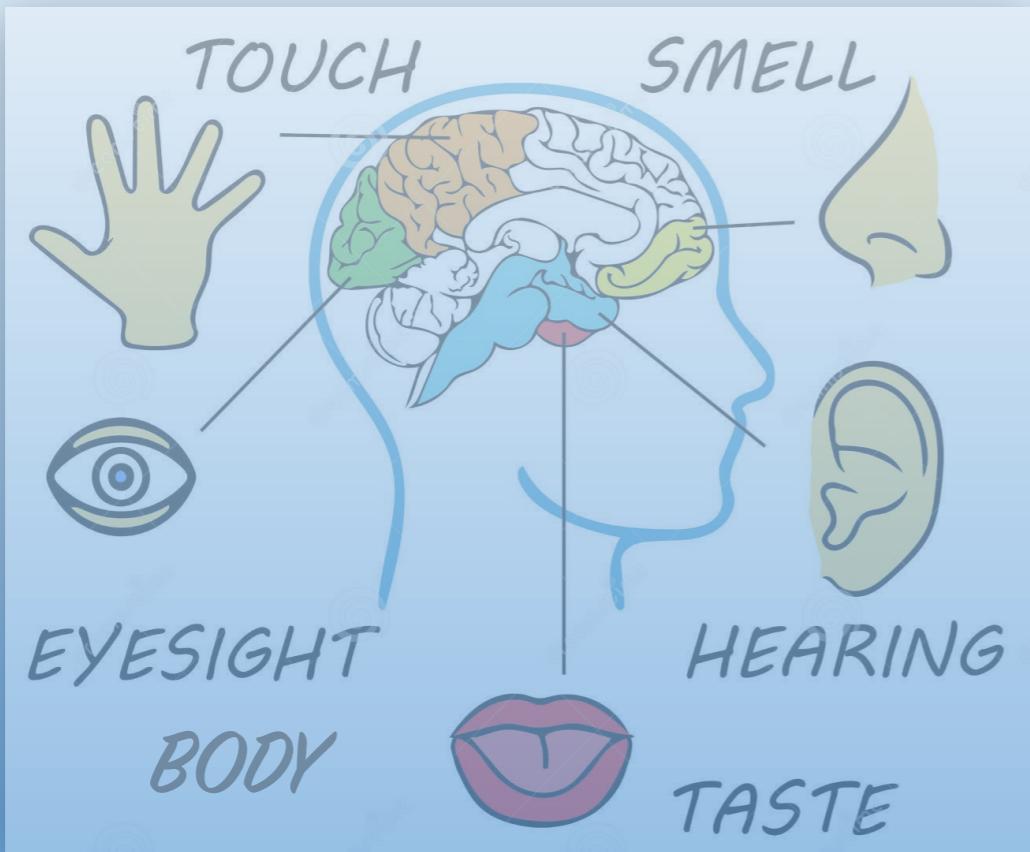


40 Million bits/sec

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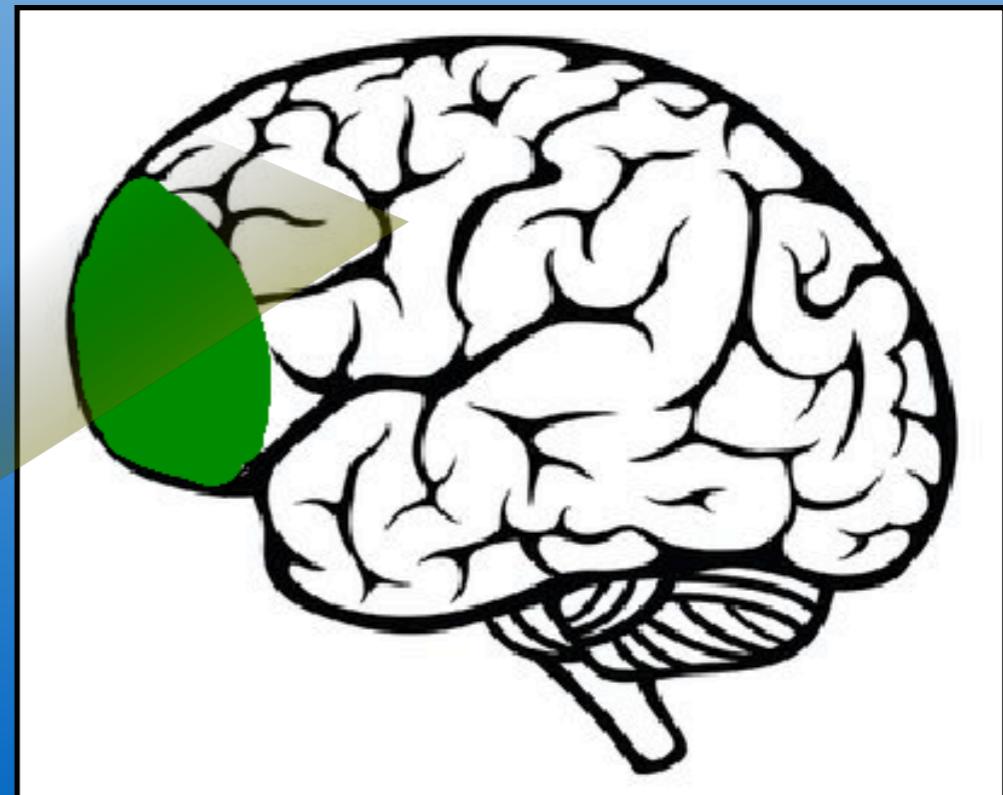
Attention and Assumptions



40 Million bits/sec

40 bits/sec

SHORTCUTS
FILLS IN GAPS
ASSUMPTIONS



Misunderstandings

Misunderstandings

Been at Mum and Dads today,
getting food from Sainsburys for
dinner, can you pick me up before
you go home

Misunderstandings

Been at Mum and Dads today,
getting food from Sainsburys for
dinner, can you pick me up before
you go home

I'm hungry can we eat Mum .. LOL

Misunderstandings

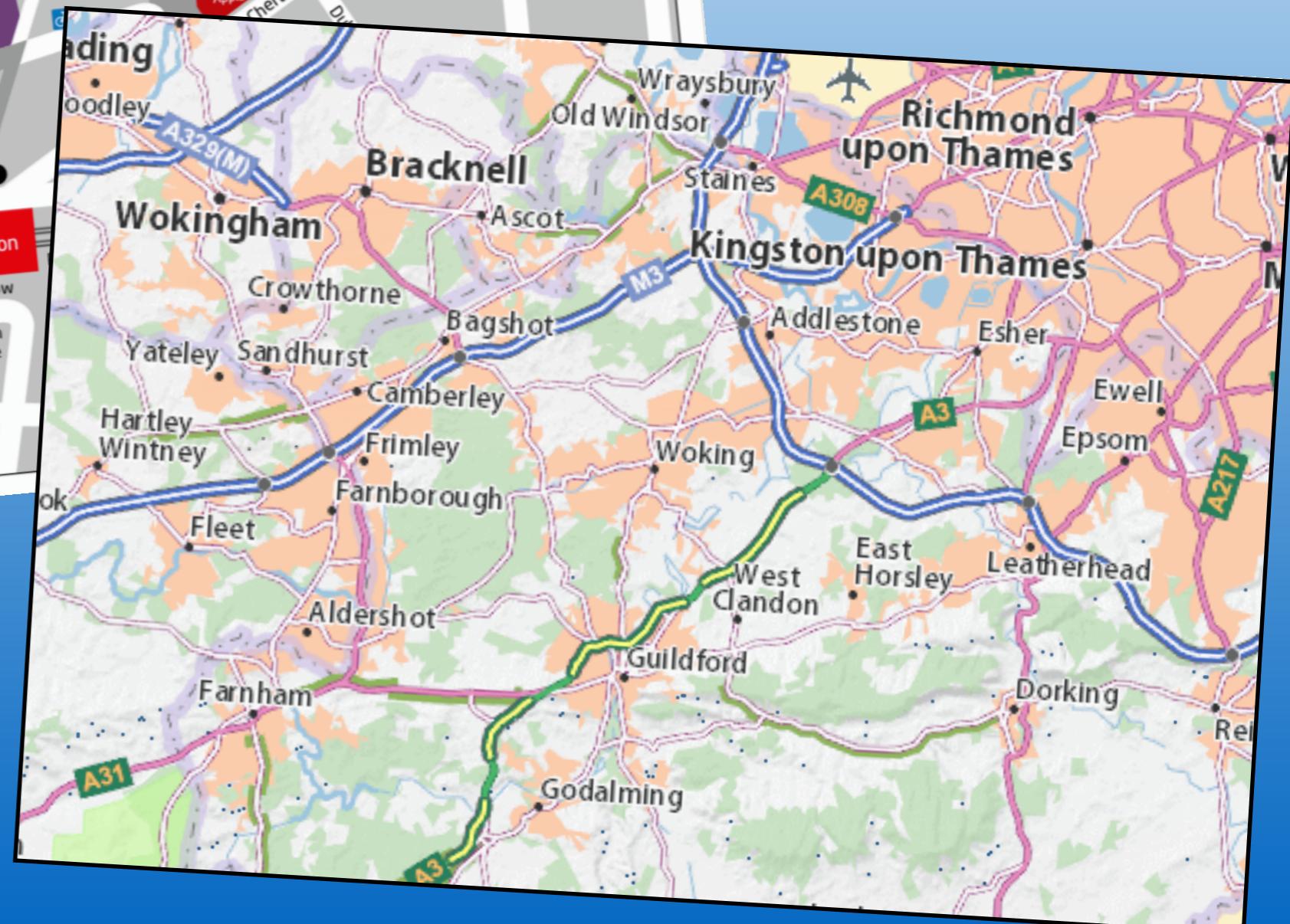
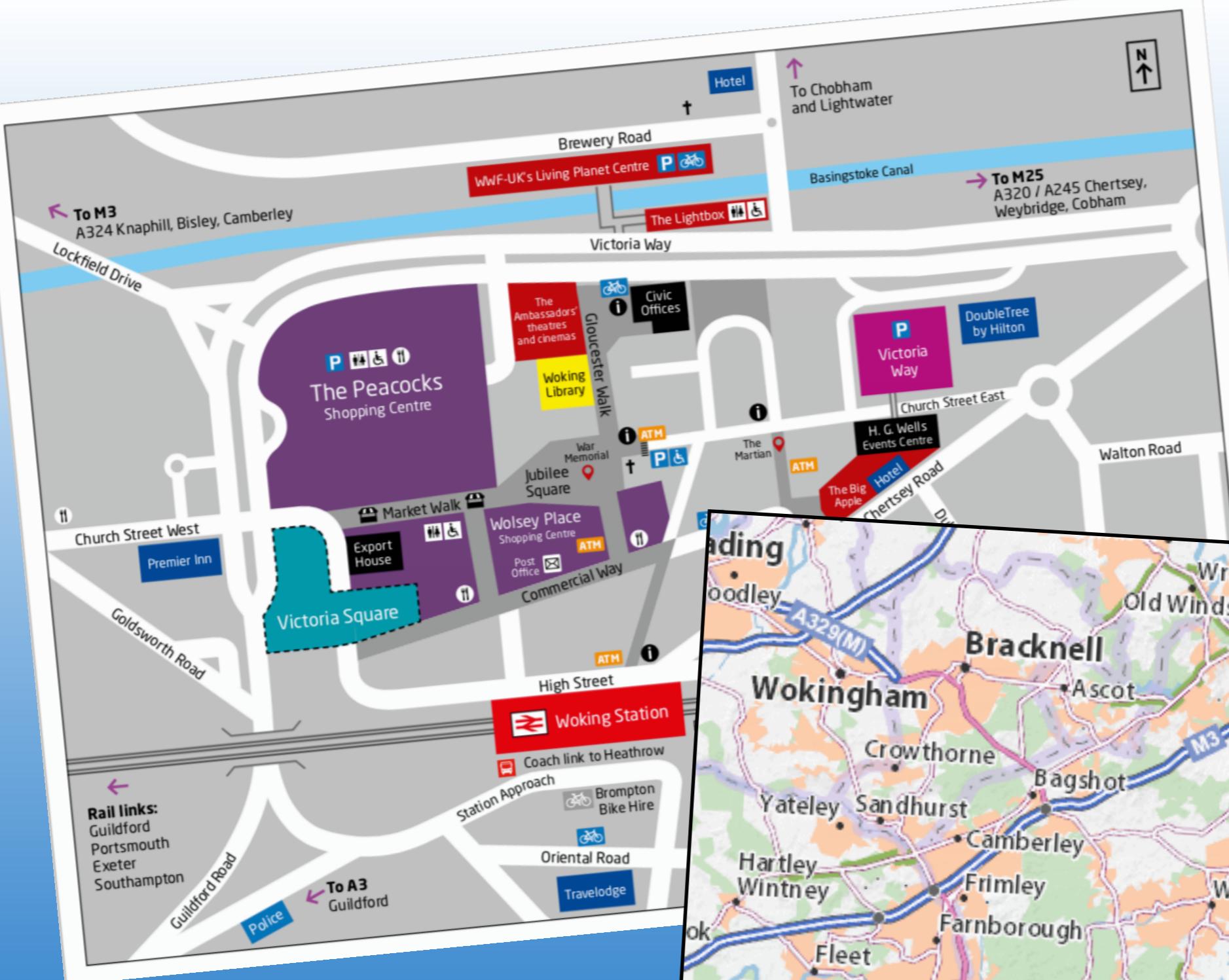
Been at Mum and Dads today,
getting food from Sainsburys for
dinner, can you pick me up before
you go home

I'm hungry can we eat Mum .. LOL

I'm hungry, can we eat Mum .. LOL

Aoccdrnig to rscheearch at Cmabrigde Uinervtisy,
it deosn't mttaer in waht oredr the ltteers in a
wrod are, the olny iprmoetnt tihng is taht the frist
and lsat ltteer be at the rghit pclae. The rset can
be a toatl mses and you can stil raed it wouthit
porbelm. Tihs is bcuseae the huamn mnid deos not
raed ervey lteter by istlef, but the wrod as a
wlohe.





We all have an Internal 'Map'

We all have an Internal 'Map'



Experiences

Morals and Values

Personality

Biases

Learning

Memories

We all have an Internal 'Map'



Experiences

Morals and Values

Personality

Biases

Learning

Memories

Your map is unique, so don't expect others
to make the same assumptions as you !

Delivery

Delivery



ABC - P

Delivery



Delivery



Eye Contact



Language

Speed
and Tone
of Voice

Understanding ??



Understanding ??



**The Meaning of any Communication
is the response you get !**

...AND THAT
IS WHY WE
LIFT ON
THREE...





Listening



One of the most sincere forms of respect is actually listening to what another has to say.

Bryant McGill



WHEN YOU TALK, YOU ARE ONLY REPEATING WHAT YOU ALREADY KNOW. BUT IF YOU LISTEN, YOU MAY LEARN SOMETHING NEW.

DALAI LAMA

“Most people do not listen with the intent to understand; they listen with the intent to reply.”

Stephen R. Covey
(1932-2012)
InspirationBoost.com

Pay
Attention
and
Show it!

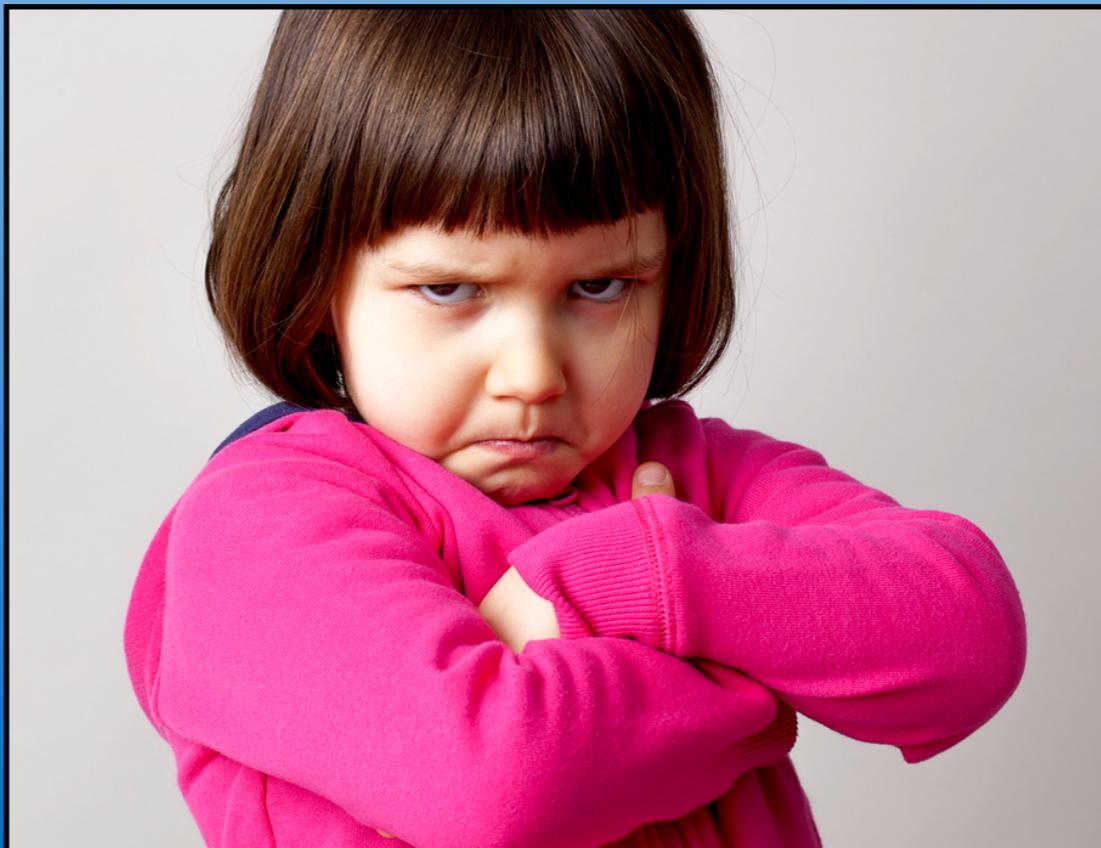
Pay
Attention
and
Show it!



Pay
Attention
and
Show it!



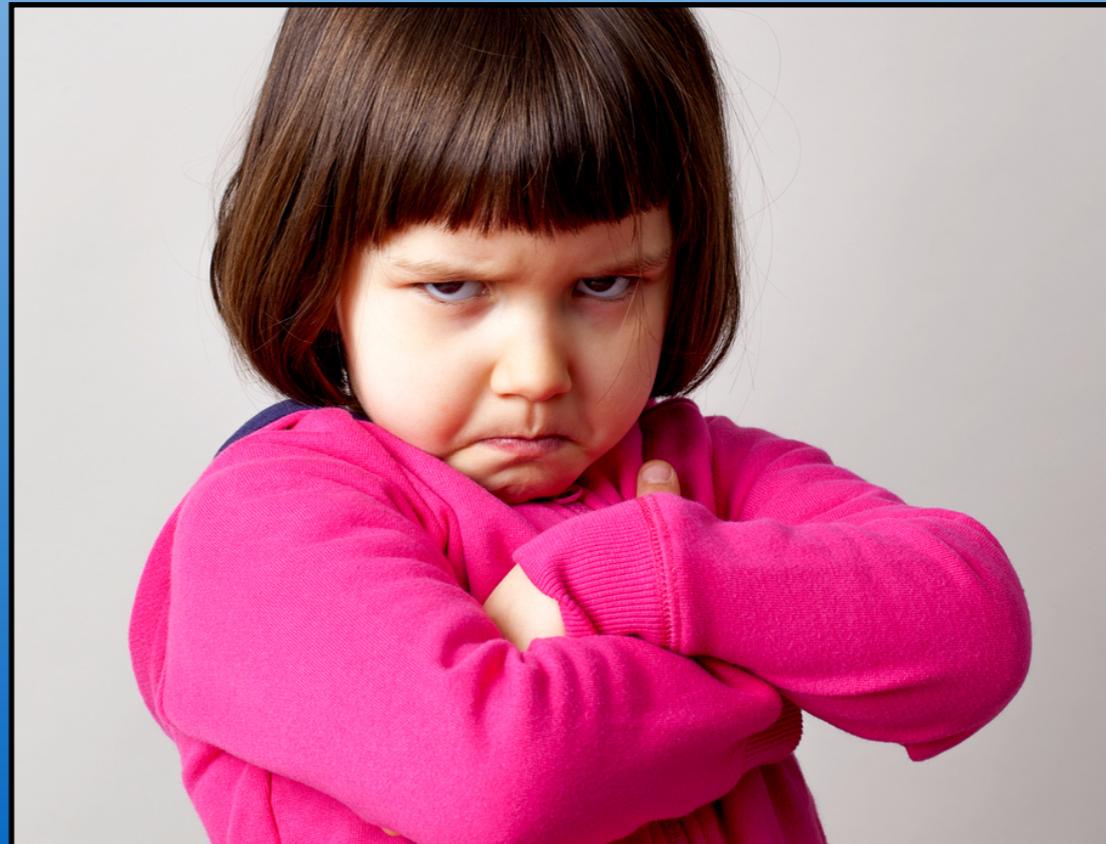
Pay
Attention
and
Show it!



Pay
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and
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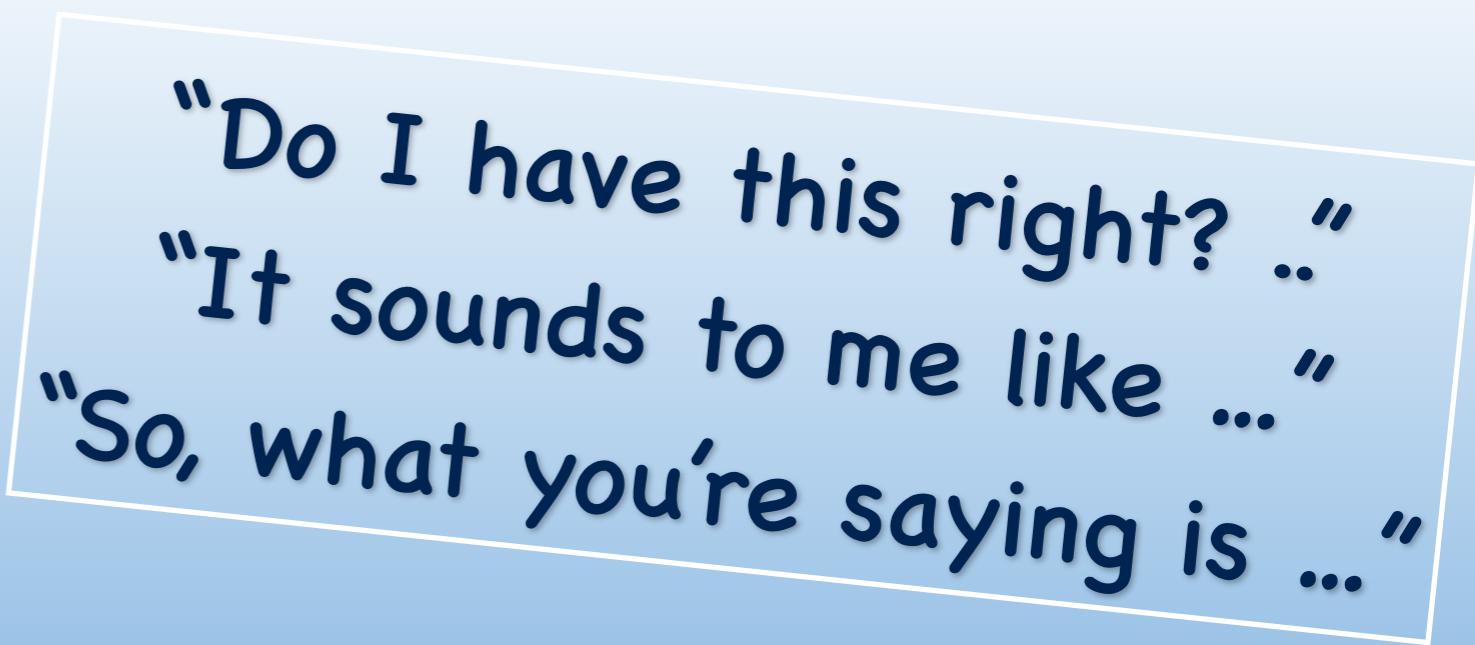


"Yes" ... "O.K"
"UH-huh" ...
"Oh!" ... "I see"





Listen to
Understand
... not just
to Reply



“Do I have this right? ..”
“It sounds to me like ...”
“So, what you’re saying is ...”

Listen to
Understand
... not just
to Reply

“Do I have this right? ..”
“It sounds to me like ...”
“So, what you’re saying is ...”

LESS
JUDGEMENT
more
curiosity

Responding

Responding



**KEEP
CALM
AND
RESPOND**

Responding



**KEEP
CALM
AND
RESPOND**

How do I feel
about what
has been said ...

Your point of view ...

Your ideas ...

Question
what you don't
understand ...

Assume less ... Understand more

Assume less ... Understand more

Closed
Questions

Invite a
Yes or No answer

Assume less ... Understand more

Closed
Questions

Invite a
Yes or No answer

Open
Questions

Invite
more detail

Assume less ... Understand more

Closed
Questions

Invite a
Yes or No answer

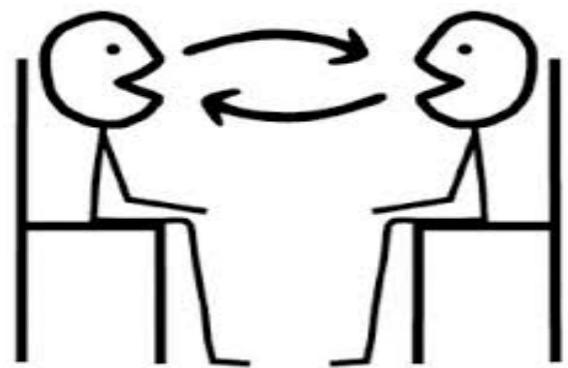
Open
Questions

Invite
more detail

“Who ...?”
“What ...?”
“Where ...?”
“When ...?”
“How ...?”
“Why ...?”

Sometimes, you can try
too hard
to communicate !

So, what have we learnt? Effective Communication is:



Face to Face



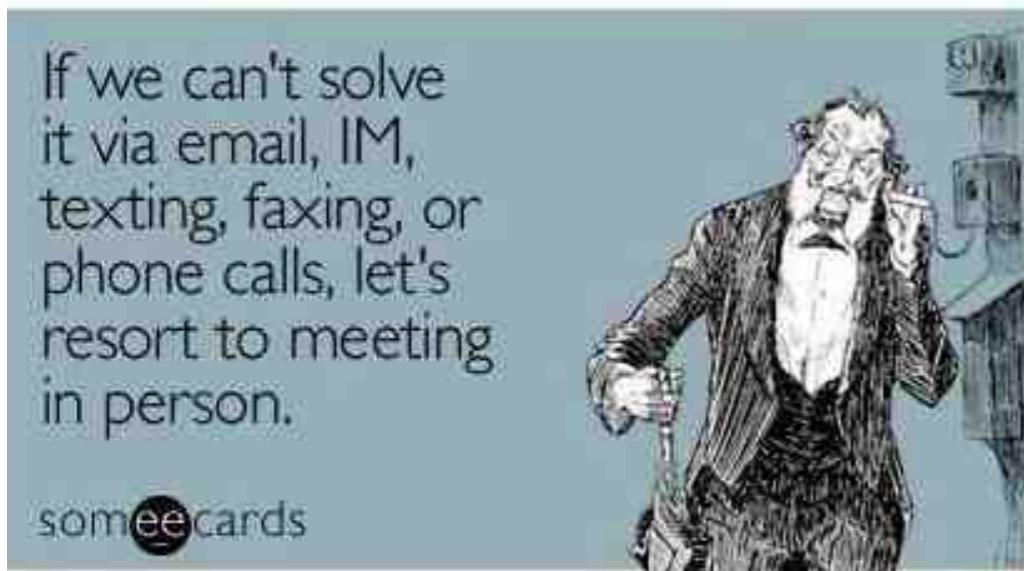
By phone



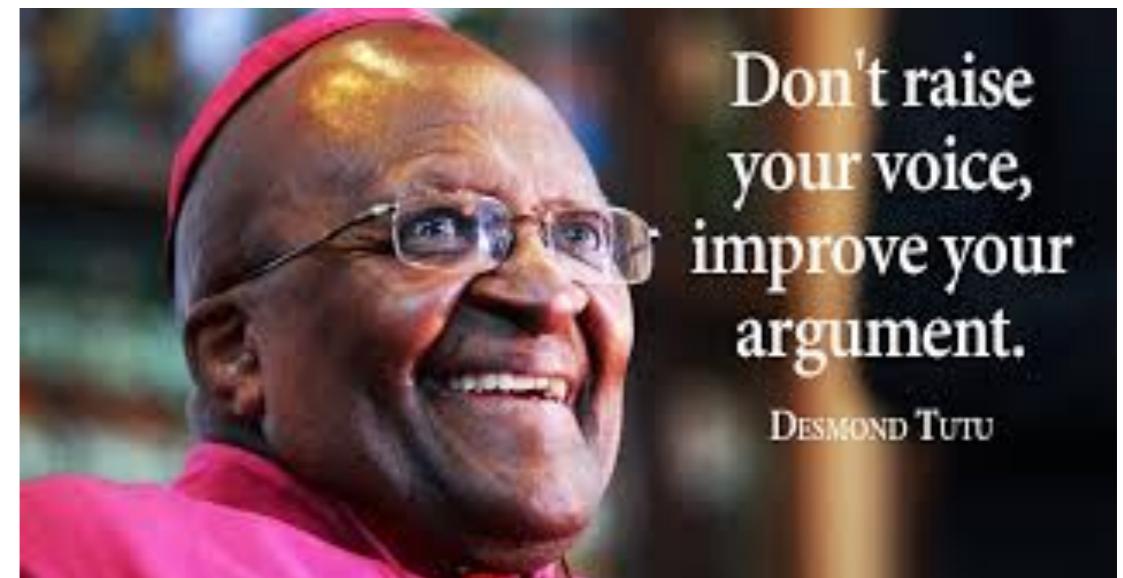
By email



By letter



Communicate differently



Explain your meaning

Let's eat grandma!



Let's eat, Grandma!

Punctuation and capitalization
can save lives!

Let's be clear in our communications

“As usual what’s
urgent leaves no
time for what’s
important,”

Mafalda



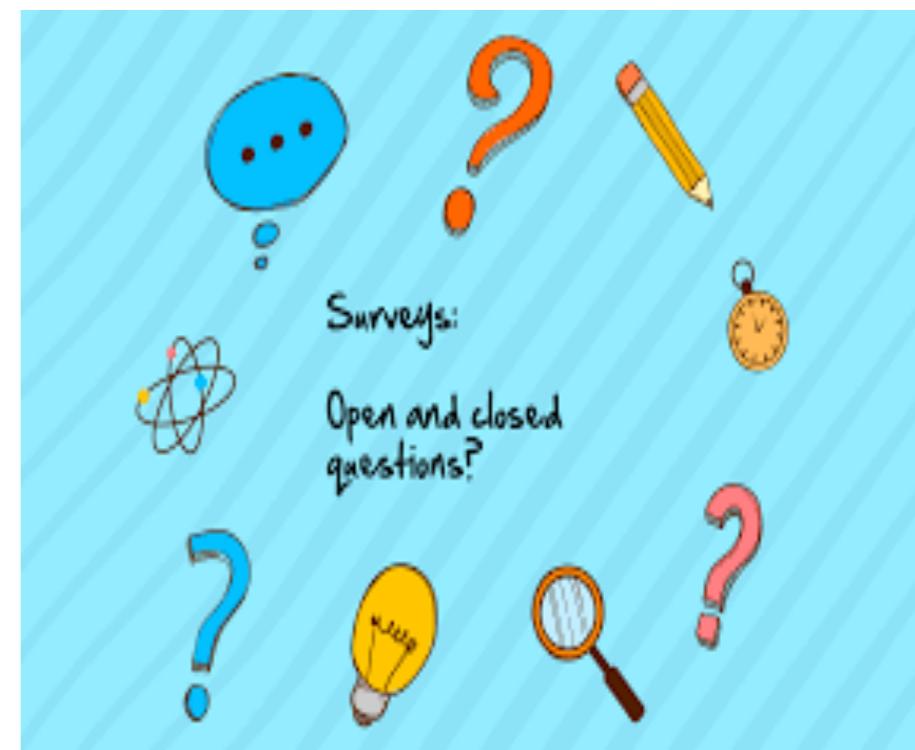
Make sure your message is understood



Actively listen



Stop assuming. Ask! There is power in the ask <3



Thanks for your time