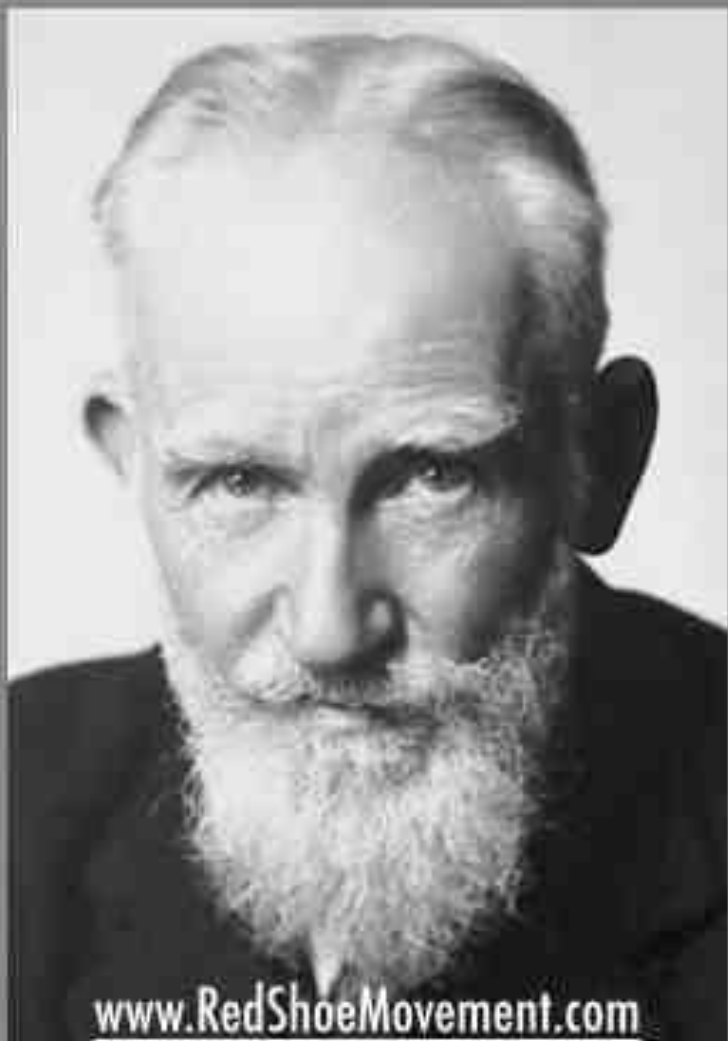


Effective Communication


Steve Edwards and Steve Lowe

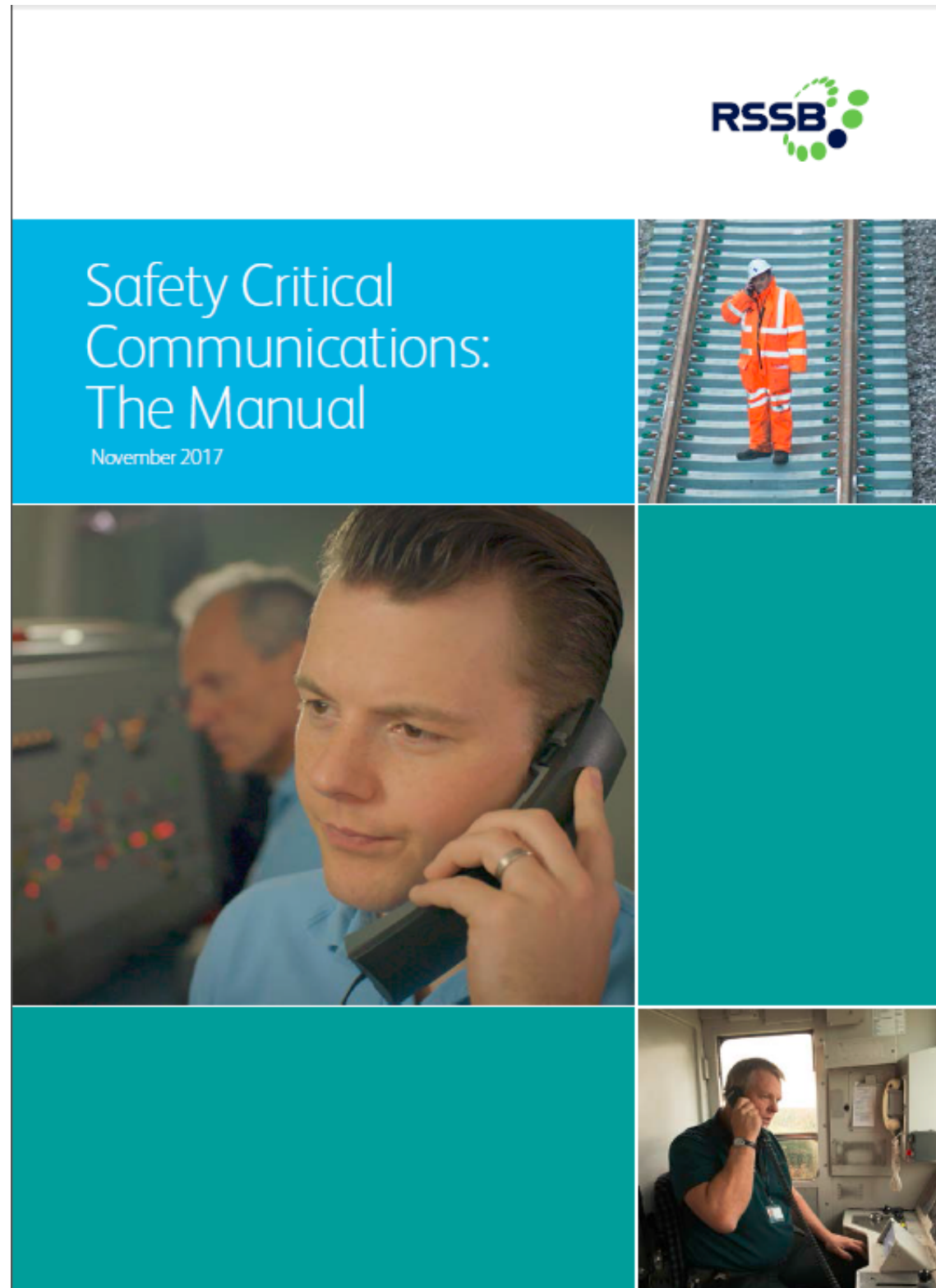


“The single biggest problem with communication is the illusion that it has taken place.”

George Bernard Shaw

www.RedShoeMovement.com





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.

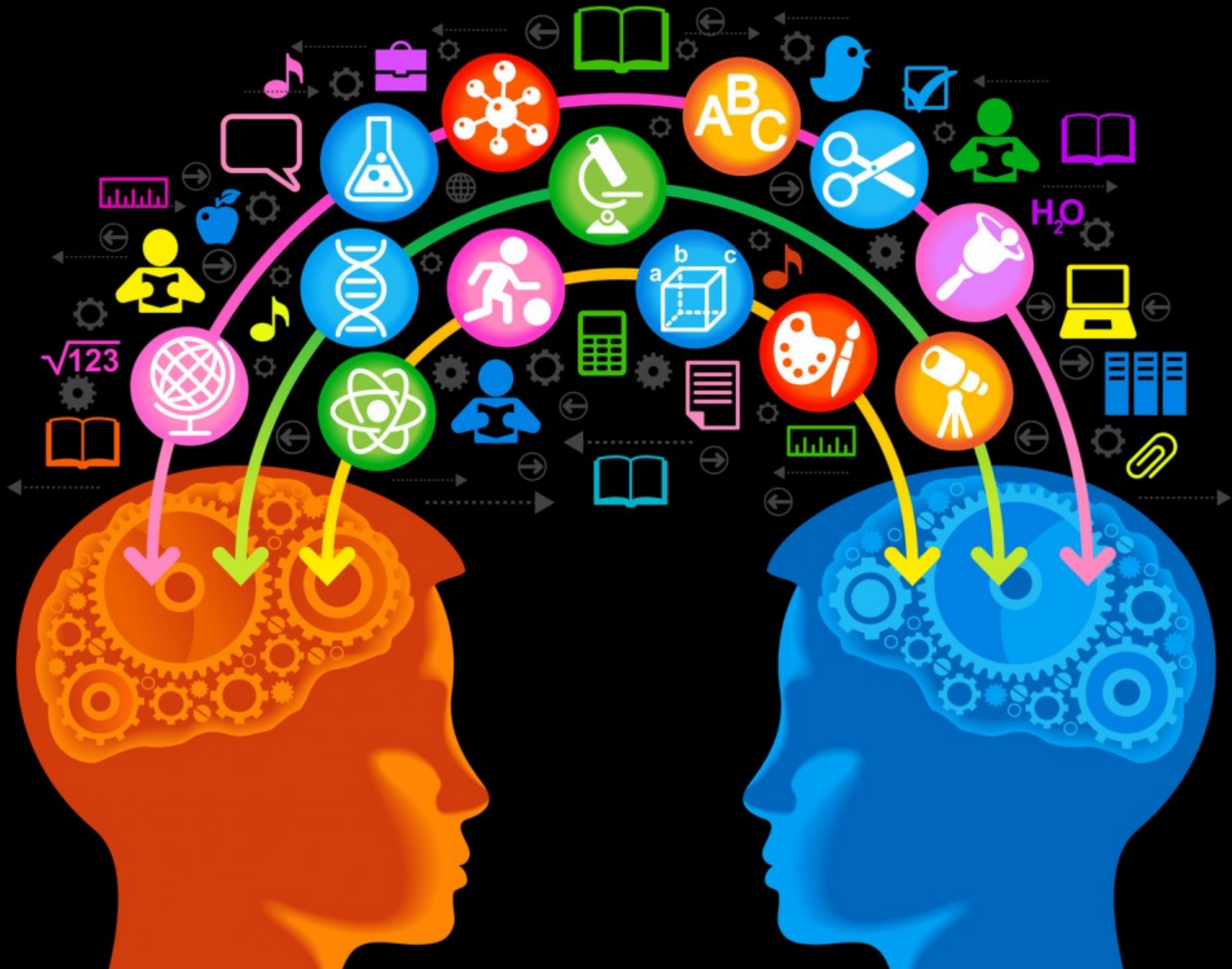
It is available via Safety Central on Connect.

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



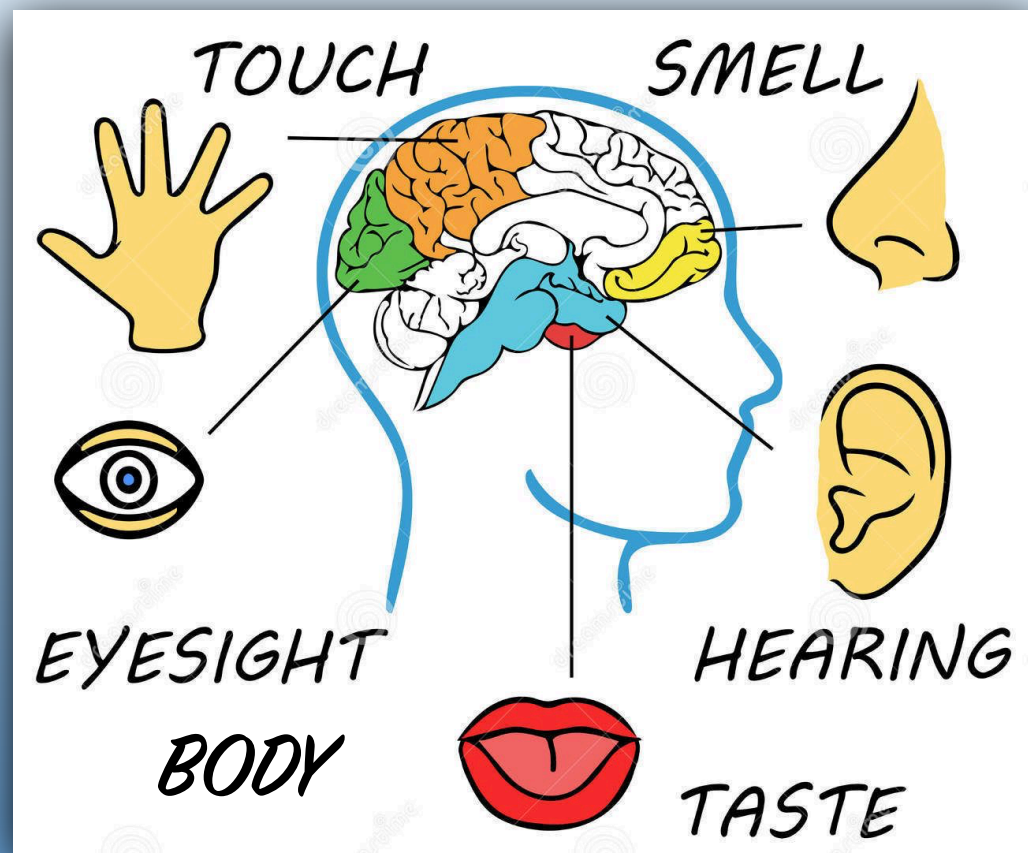




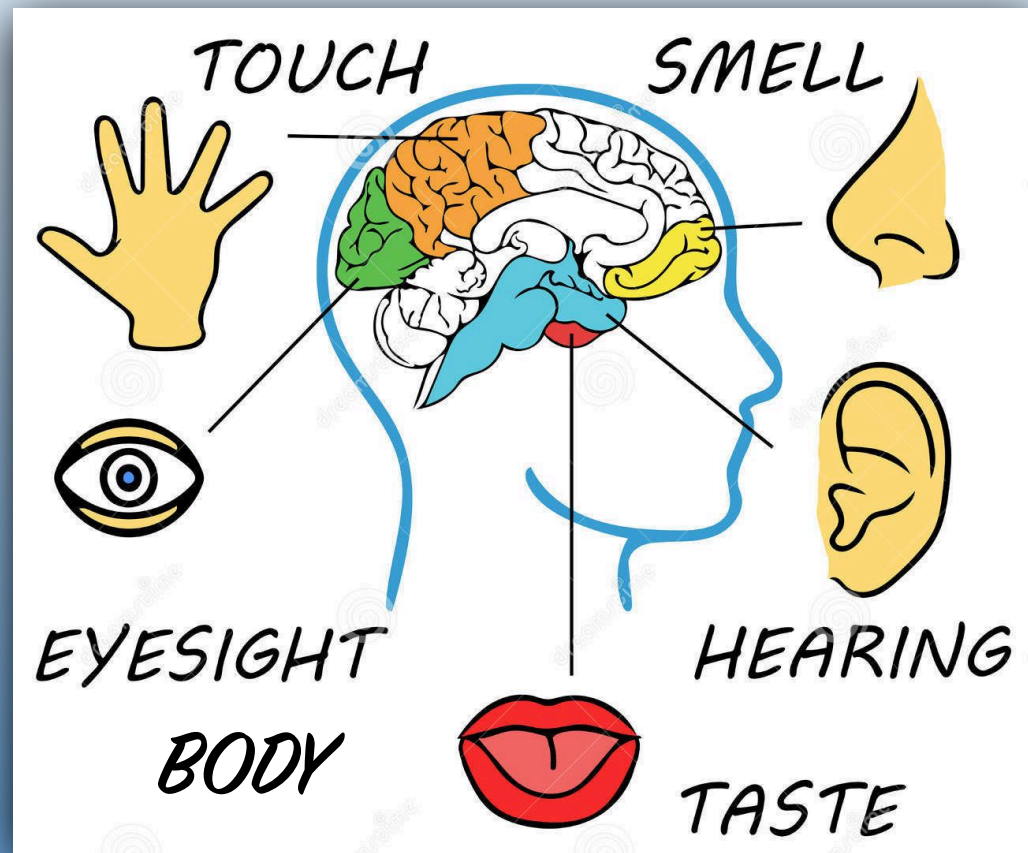
You cannot
not Communicate

Attention and Assumptions

Attention and Assumptions

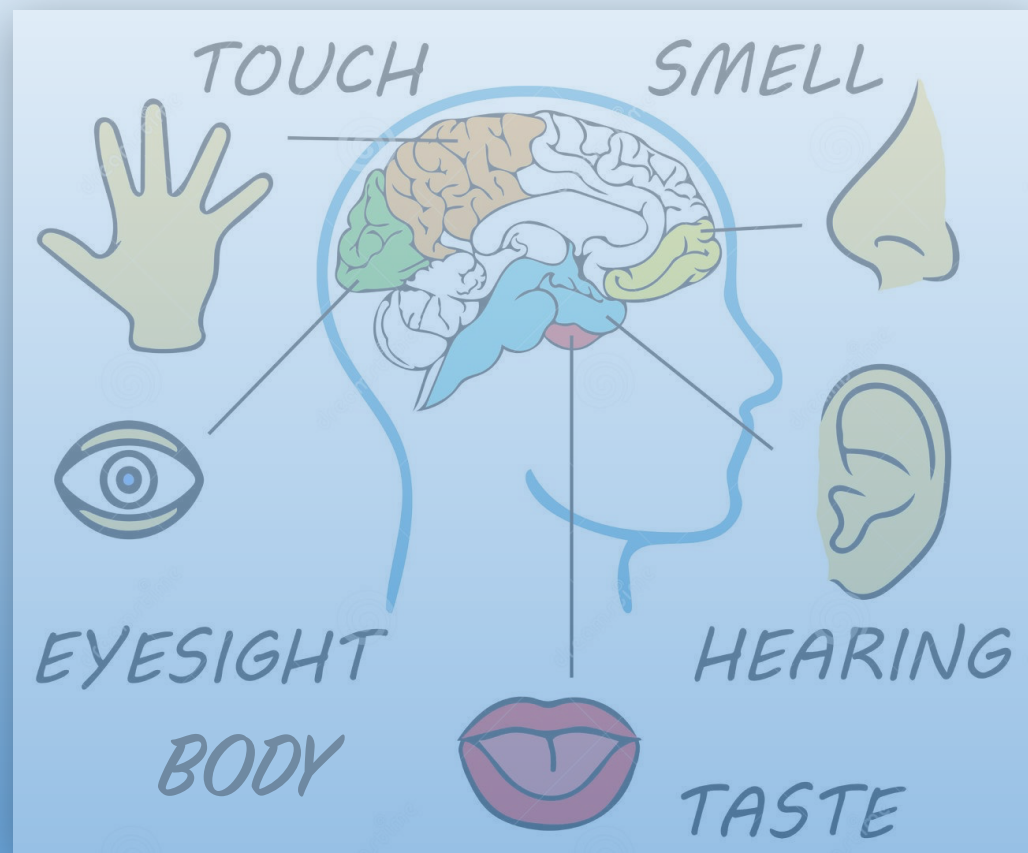


Attention and Assumptions

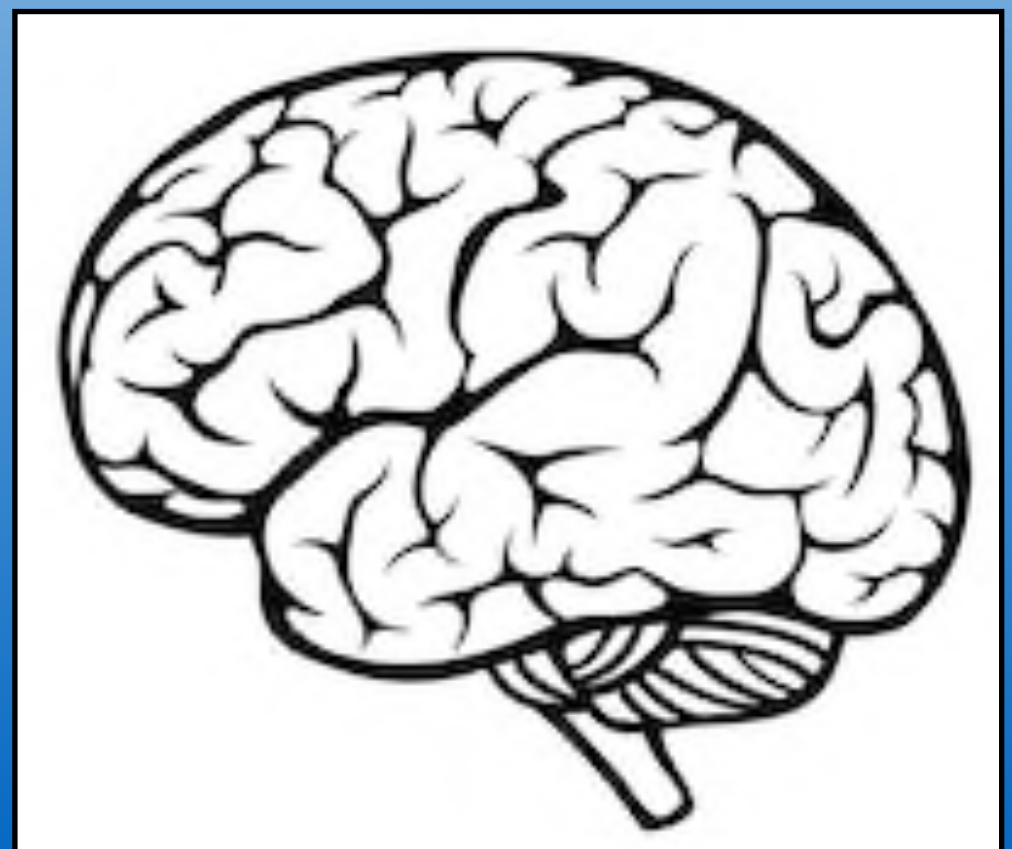


40 Million bits/sec

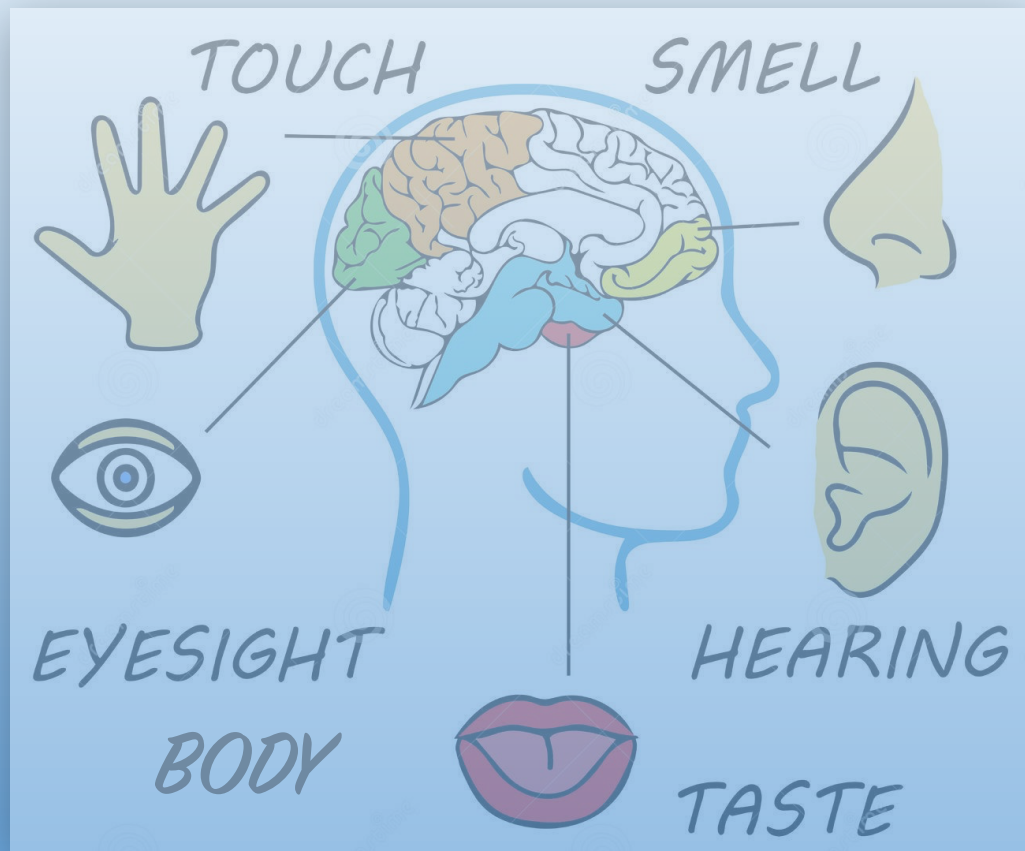
Attention and Assumptions



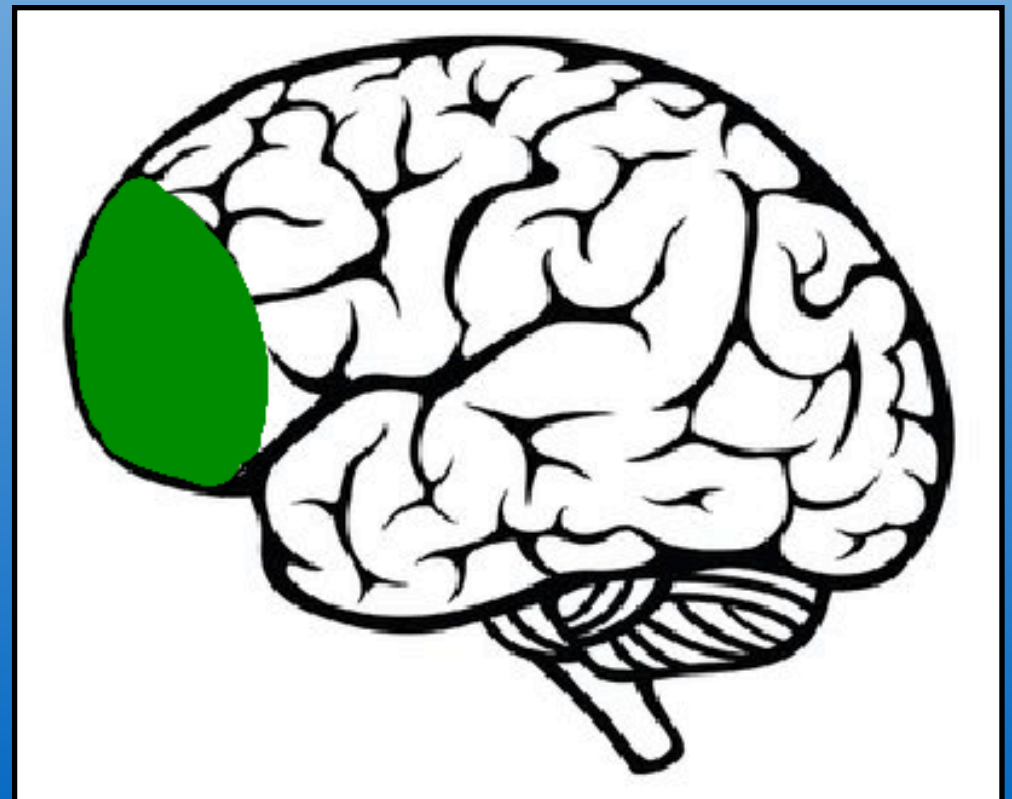
40 Million bits/sec



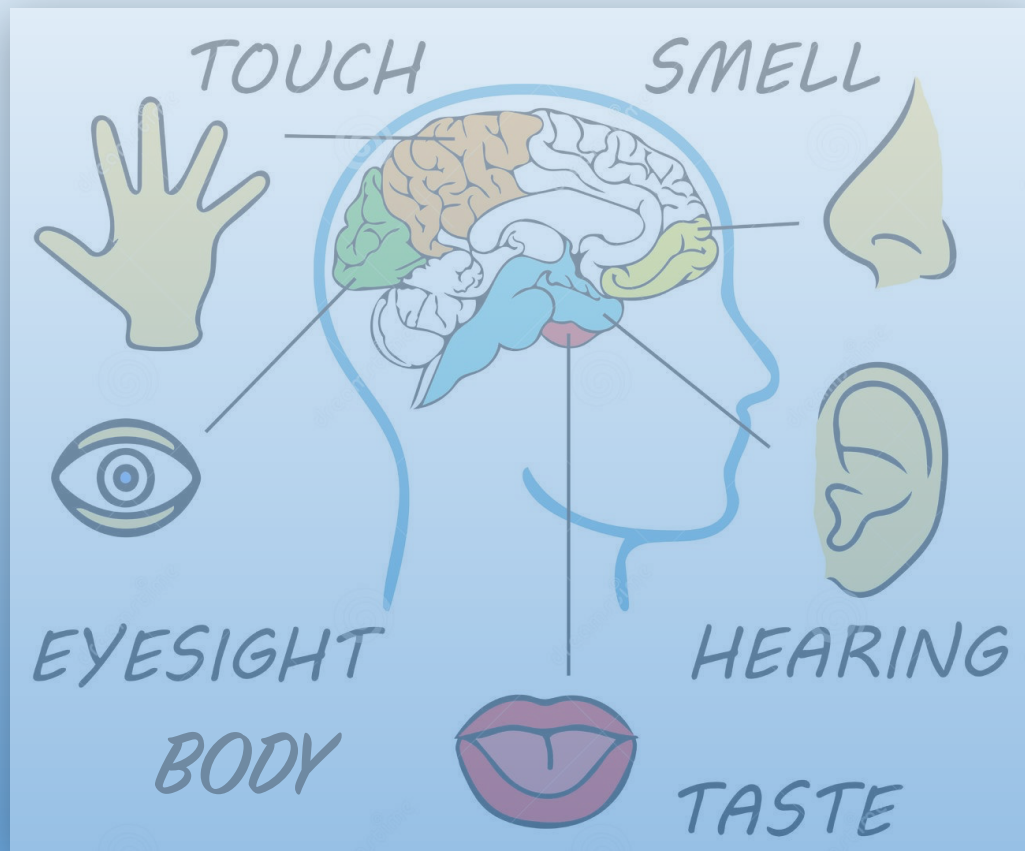
Attention and Assumptions



40 Million bits/sec



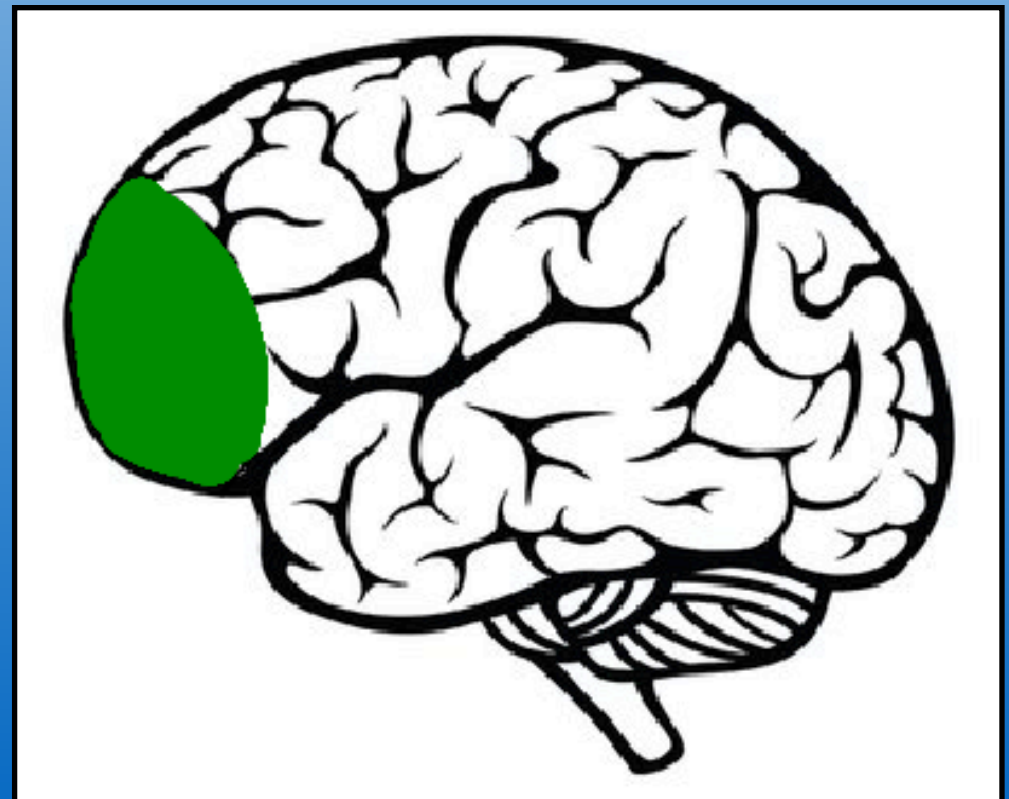
Attention and Assumptions



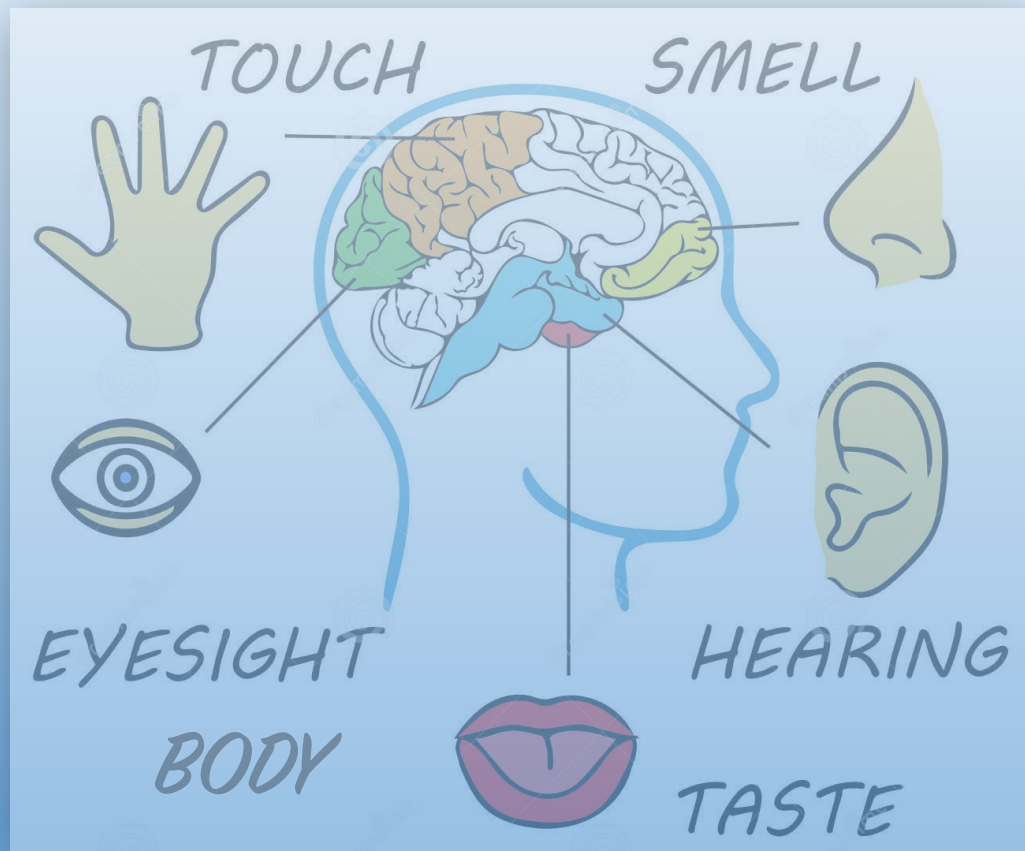
40 Million bits/sec



40 bits/sec



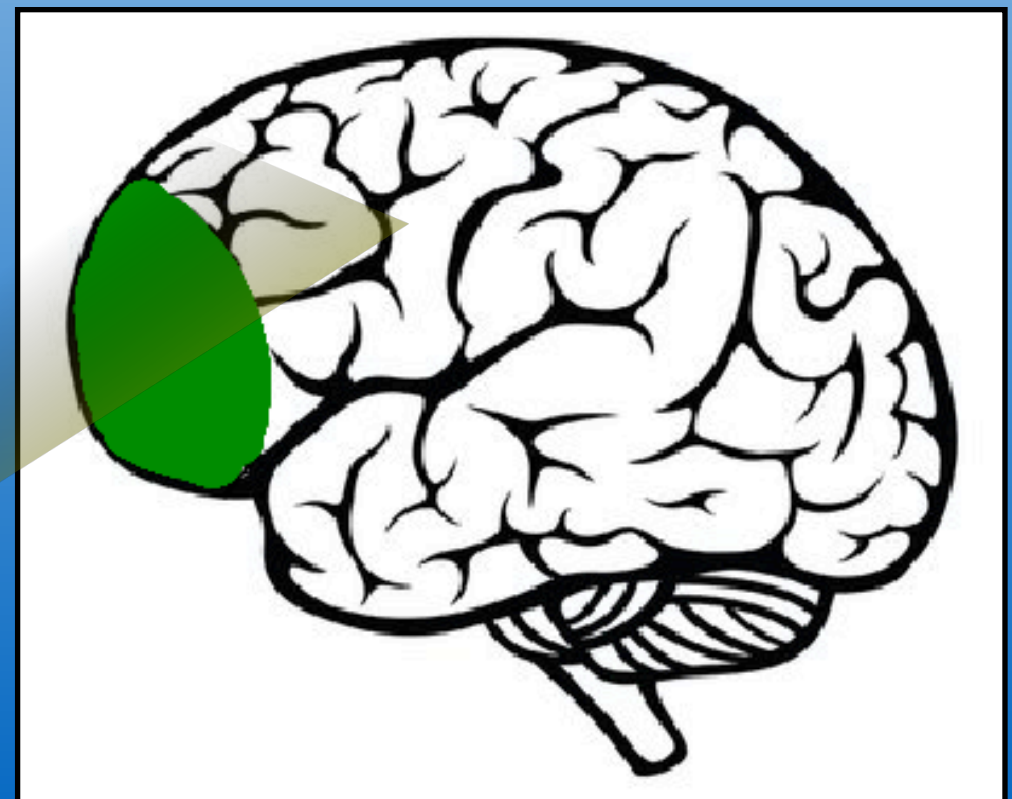
Attention and Assumptions



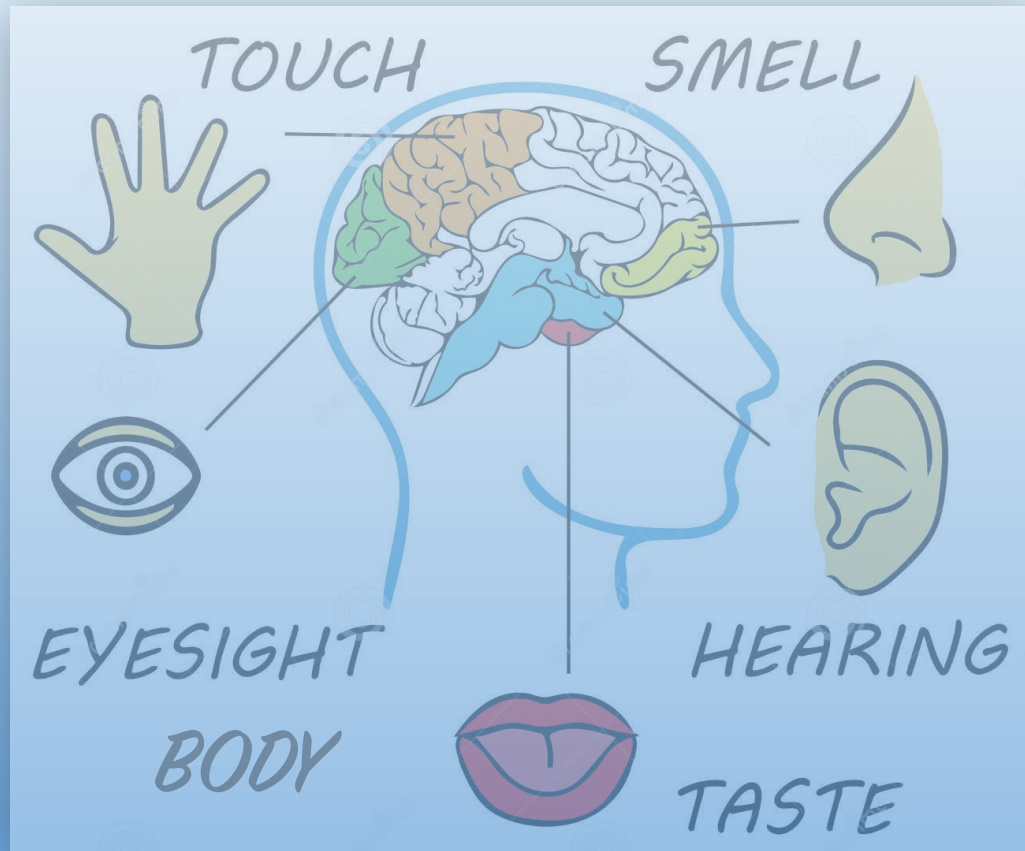
40 Million bits/sec



40 bits/sec



Attention and Assumptions

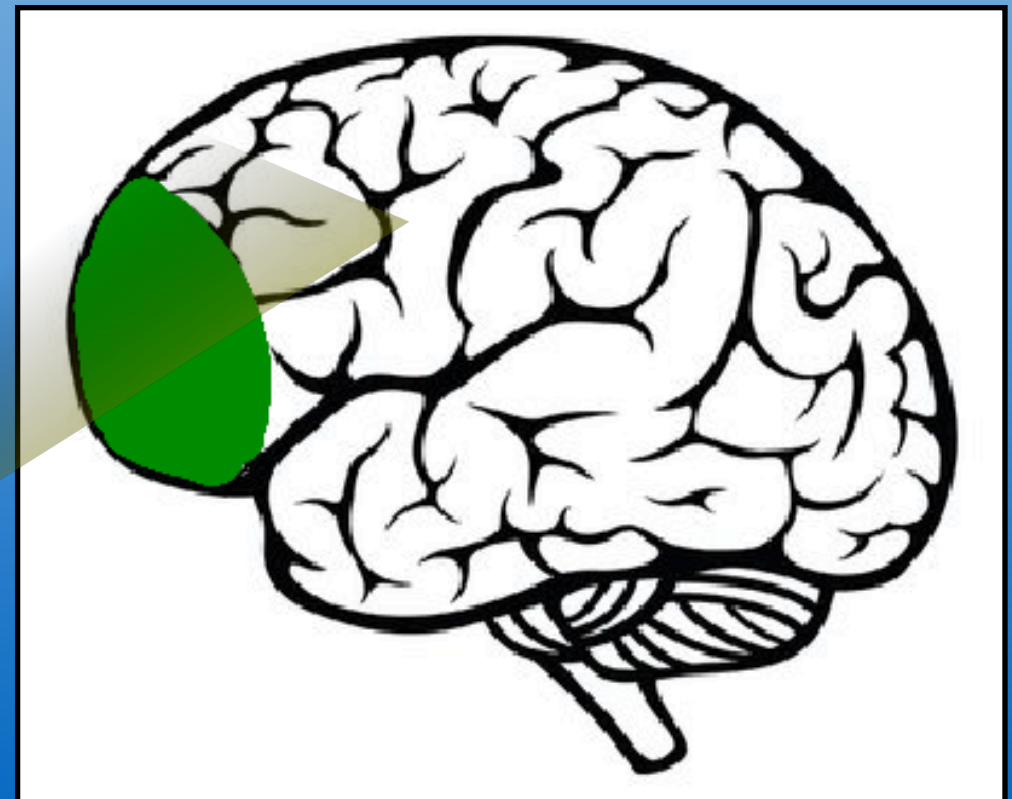


40 Million bits/sec



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

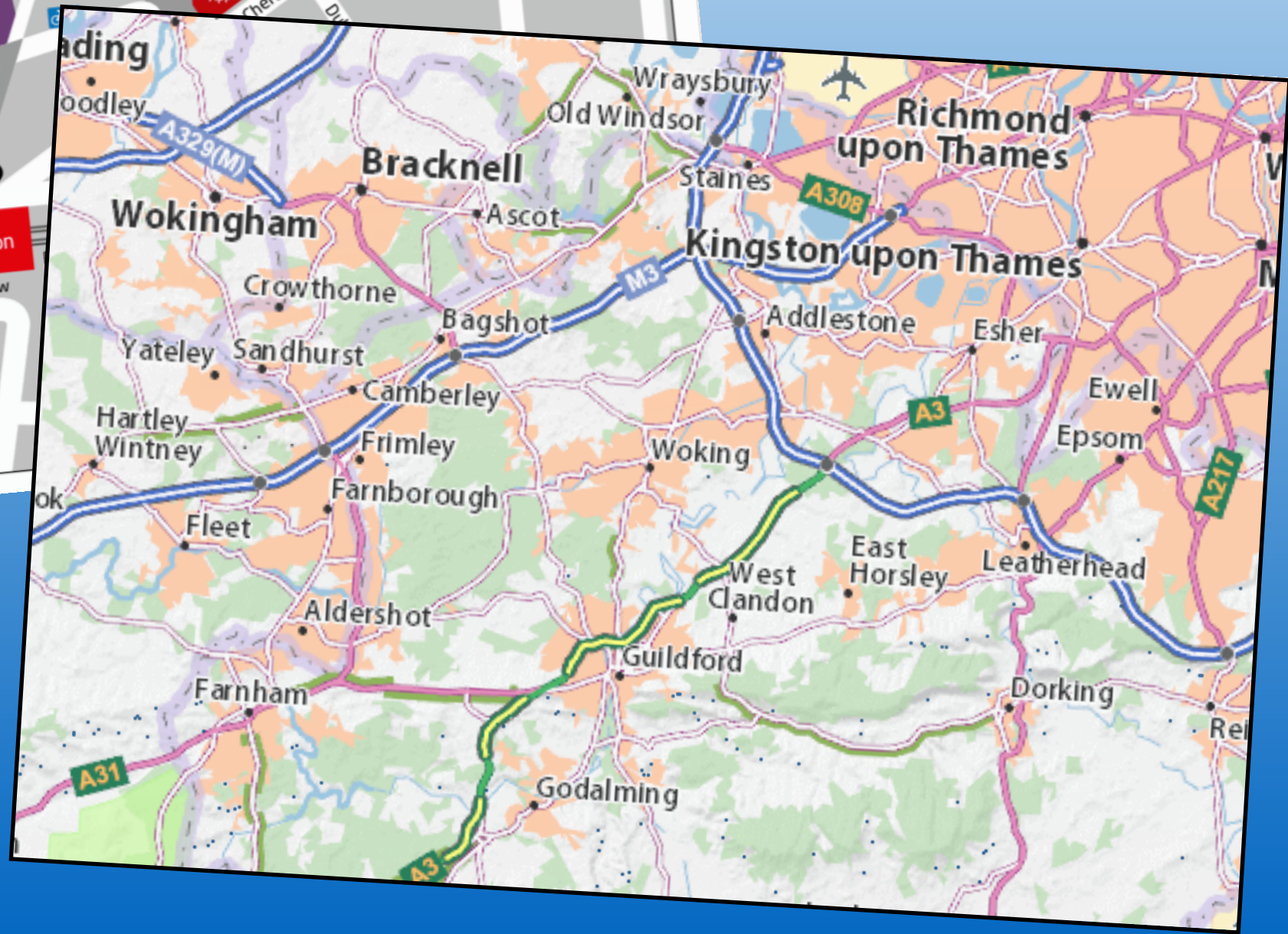
Been at Mum and Dads today,
getting food from Sainsburys for
dinner, can you pick me up before
you go home

I'm hungry can we eat Mum .. LOL

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

According to research at Cambridge University, it doesn't matter in what order the letters in a word are, the only important thing is that the first and last letter be at the right place. The rest can be a total mess and you can still read it without problem. This is because the human mind does not read every letter by itself, but the word as a whole.





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



C - P

Delivery



Eye Contact



Language

Speed
and Tone
of Voice

Understanding ??



Understanding ??

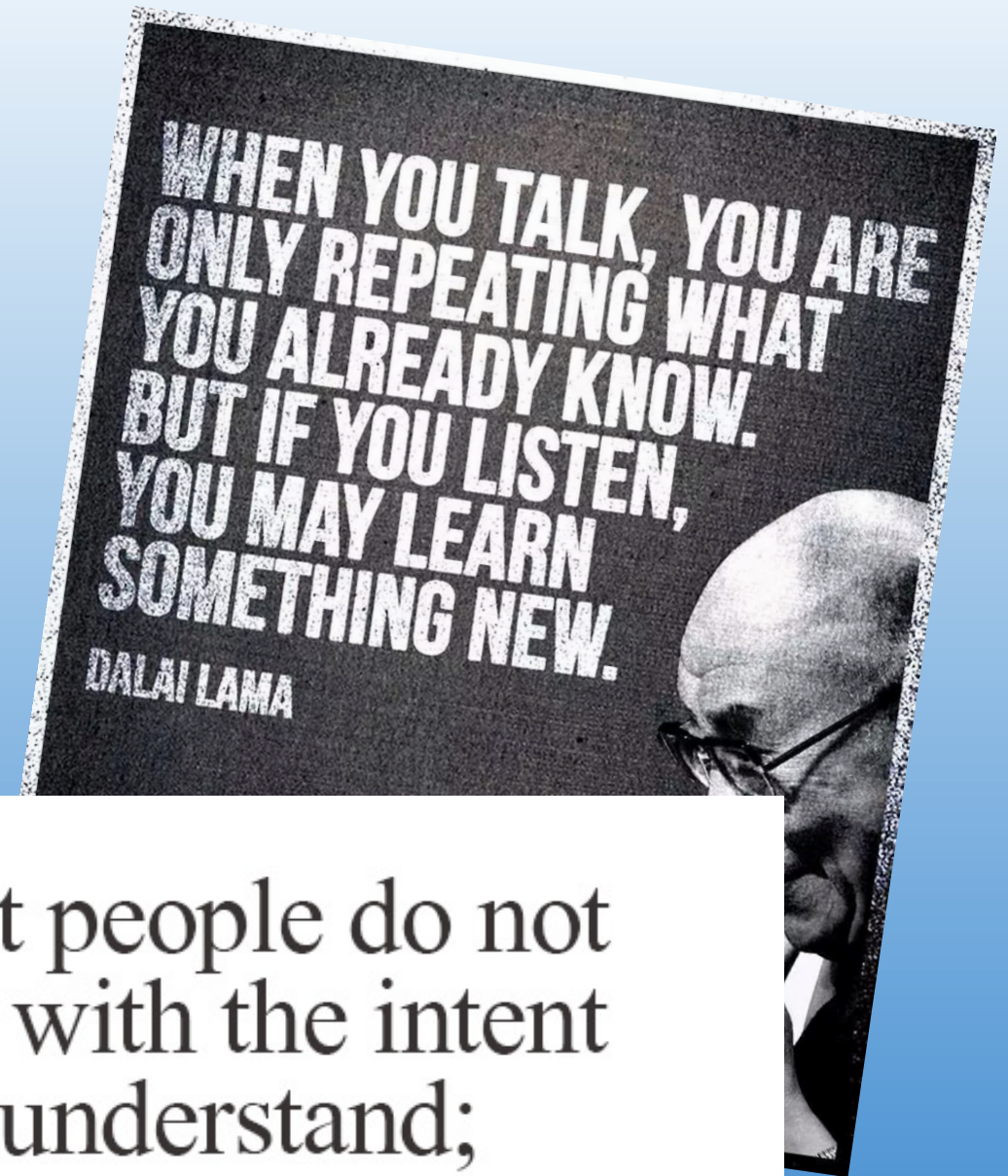


**The Meaning of any Communication
is the response you get !**





Listening



“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!**

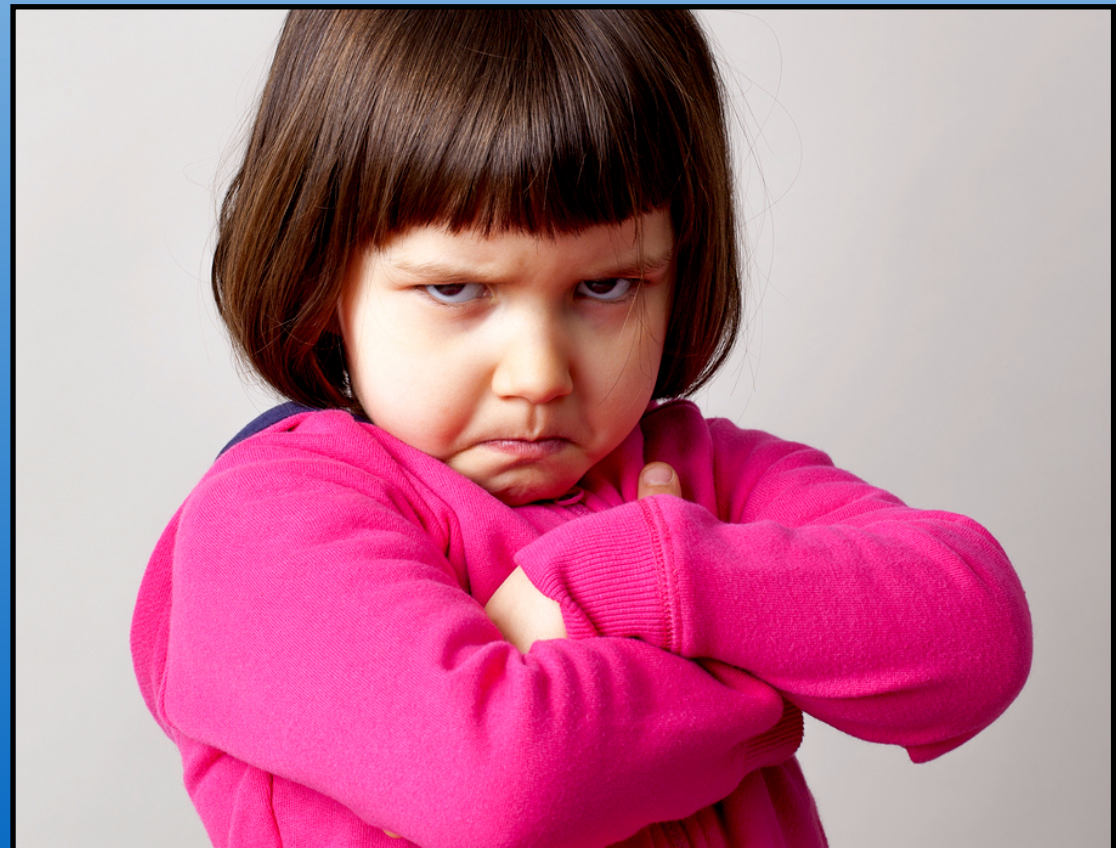
Pay
Attention
and
Show it!



Pay
Attention
and
Show it!



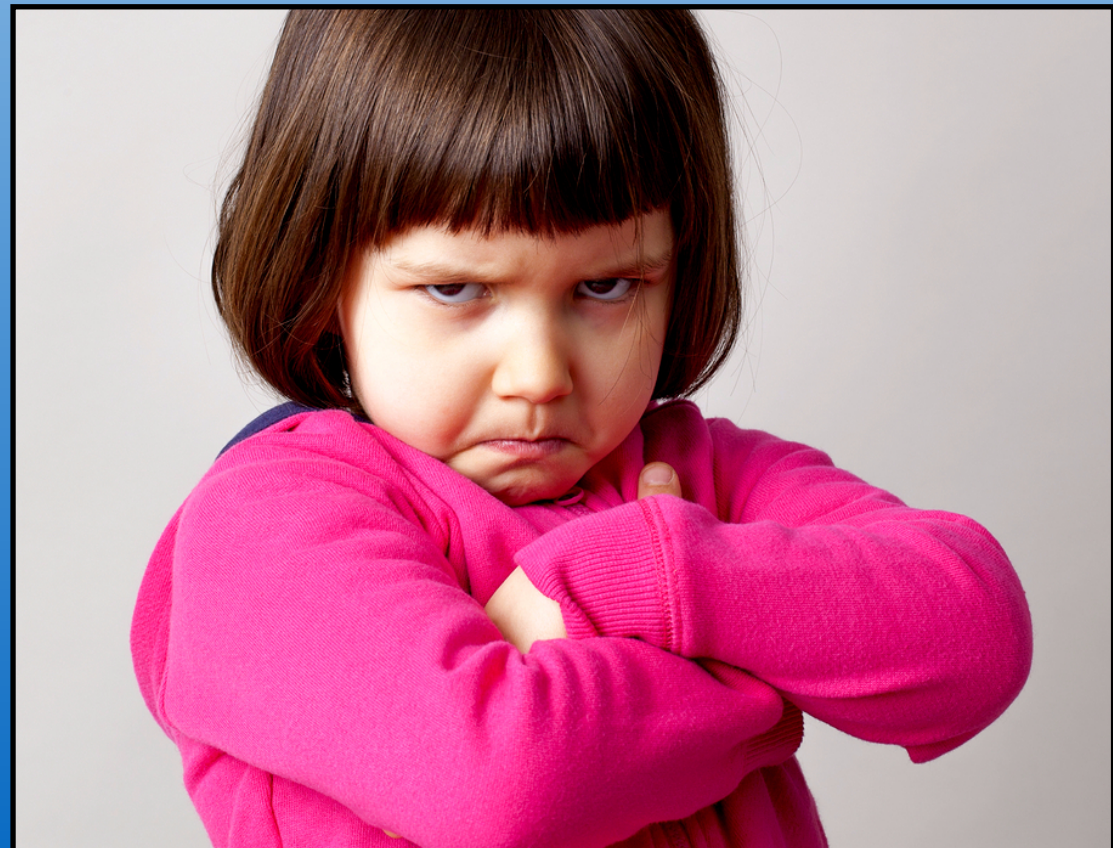
Pay
Attention
and
Show it!



Pay
Attention
and
Show it!



"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 ..."



Responding

Responding



Responding



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 ...?"

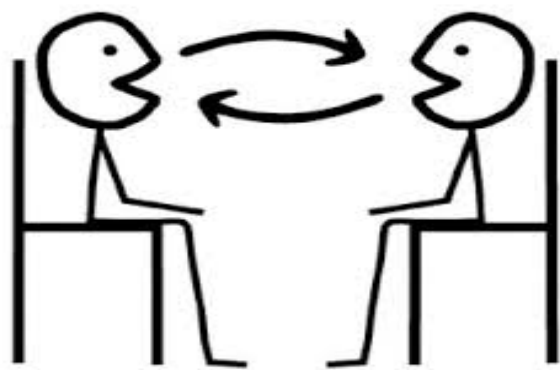
"When ...?"

"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 be clear in our communications



Make sure your message is understood



Actively listen



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





Thanks for your time