

## Your Extended Role





### Communication is





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## How do we??





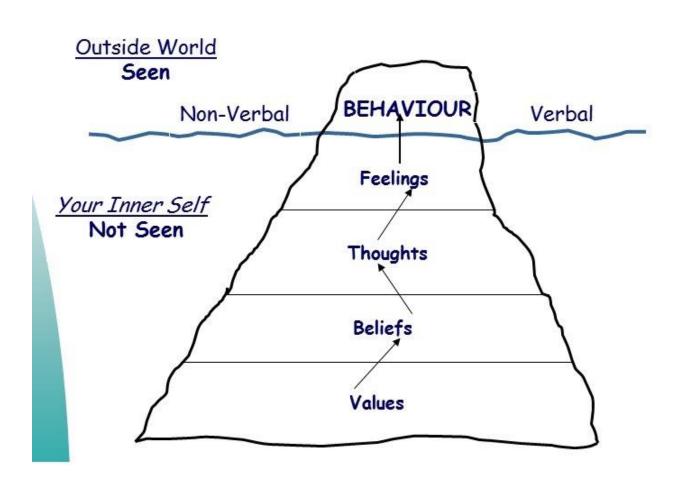
# Developing Self Awareness





## Self Awareness







- Passing on of knowledge in a structured environment
- Formal Education
- **Teacher** Introduction of ideas

#### **Trainer**

- Focuses on a specific physical attribute and or skill
- Acquisition of a skill
- Teaching a person a particular skill or type of behaviour through regular practice and instruction

#### Coach

- Facilitator of learning, Developing a skill
- Motivator, Inspire, Demonstrator, Supporter, Role Model, Mentor etc.

## What role do we and should we play?the asa



## Conscious ...





## Types of Communication



#### **Verbal**

- Oral
- Written
- Email
- Non Verbal
- Body Language
- Expressions
- Expressive Behaviours

## Types of Communication



### **Verbal Communication**

Output	Input
Clarity	Listening
Pitch	The environment
Pause	<b>Emotional Climate</b>
Punctuation	Discrimination
Modulation	
Speed	
Register	
Tone	

## Communication



What is said	Is not always heard
What is heard	Is not always understood
What is understood	Is not always agreed
What is agreed	Is not always acted upon
What is acted upon	Is not always repeated
Tasks and initiatives that are undertaken with positive intent	Are not always received in the same way

## Back 2 Back Activity - Verbal



#### Think about...

- Clarity and Purpose of Message/Instruction
- Message is short
- What do they need to hear expectations

Raising awareness of clarity of message

### Communication



### **Factors to Consider when Communicating**

- Speaking; Clarity of words Tone Body Language
- Questioning
- Listening; 5 Levels of Listening
- Learning Styles
- Environment

### Conversations



# Engaging in conversation, making a statement, speed or presenting, there are a number of factors to take into account:-

- Communication skills are vital as todays athletes want to know;
  Why, How and What?
- Every message is contextual and must be relevant to the situation
- Every message must have clarity of purpose
- Communication gets easier as relationships grow build a culture of trust

## Speaking



### The Context of speaking

Words

Tone

Body Language

## Body Language



### **Activity**

#### **Overview:**

• Body language speaks louder than any words you can ever utter. Whether you're telling people that you love them, you're angry with them, or don't care less about them, your body movements reveal your thoughts, moods, and attitudes. Both consciously and subconsciously your body tells observers what's really going on with you.

### **Set up Activity – 10 minutes**

What's the point from this activity?

• Facilitate discussion on how body language can reinforce verbal communication, however it can also be stronger than verbal communication – it is important that we are aware of our body language in order to ensure we are projecting the right message.

### Questioning



### Why are questions important?

- Enable a deeper level of involvement
- To think issues through for themselves
- To think differently about a situation
- To take ownership of the process
- To take responsibility for the outcomes
- Places you in the listening role
- Prevent people hiding behind your solutions

## Open Vs Closed Questions



Open Questions	Closed Questions
That's interesting. Perhaps you could tell me more?	Do you agree?
What concerns might you have?	Do you understand?
Describe that situation for me?	Do you think that's the correct level?
How do you feel?	Are you happy?

## Listening



Definition of Listening:

The process of receiving, constructing meaning from, and responding to spoken and or/non verbal messages; to hear something without thoughtful attention

## 5 Levels of Listening



- 1. Ignoring not listening at all
- Pretending make believe listening filled with "yeah" "Uh-huh" and "Right"
- 3. Selection Listening Hearing only parts of the conversation while preparing to interrupt and or respond
- **4. Attentive Listening** paying attention and focusing energy on the words being said
- **5. Empathic Listening** Listening with the intent to really understand what a person is say8ing by getting inside their frames of reference

### Activity - Listening



- In 2s: For 60 secs, A tells B a story containing as much factual information as possible (e.g. a journey, directions, information about a hobby). B to listen carefully but take no notes
- B asked to recall as much of A's story as possible.
- Change round: B tells A a story about something they feel very emotional about. A is going to focus on intent (i.e. body language, voice....) rather than content.
  - What did you notice about B?
  - How much of the story can you recall?

## 10 Rules of the Effective Listener asa

- 1. Listen
- 2. Don't Interrupt
- 3. Don't finish the other persons sentences
- 4. Don't say "I know that"
- 5. Don't agree with the other person simply to save time
- 6. Avoid words (no, but and however)
- 7. Don't be distracted
- 8. Ask intelligent questions
- 9. Don't try and be smart or funny
- 10. Make the other person feel like he or she is the only other person in the room

## Learning Styles



- Visual IPad, Demos, Body Language etc.
- Auditory 1:1 conversations, quiet etc.
- Kinaesthetic Feelings, Practical Experience etc.

### Environment



### Depending on the nature of the message, consider the following:-Group

- Time and Timing
- Space
- Can everyone see and hear you
- Lighting
- Distractions
- Aids to support message

#### **Face to Face**

- Privacy
- Distractions
- Sensitivity of message
- Timing
- Place

## Summary



So what do you need to be more aware of and develop further within your own personal communication style?

A few minutes action planning...