

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

وَقَدْ رَبُّ زِدْنِي عِلْمًا

صدق الله العظيم

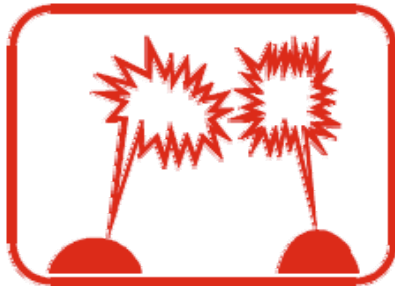


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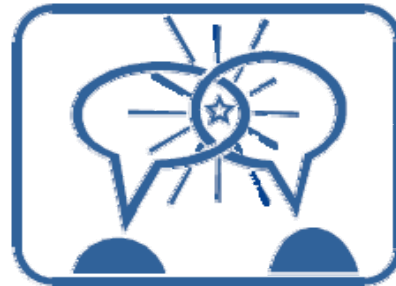
“SEVEN”

Challenges to Communicating
More Cooperatively

from:



to:

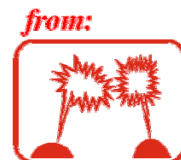


Setting Objectives

- Communication; continuous daily activity
- Not **ALL** skills presented
- Objectives:
 - Offer/Receive respect
 - More influence
 - Synergy (comfort with conflict)
 - Peace in mind



Agenda



Introduction to Communication

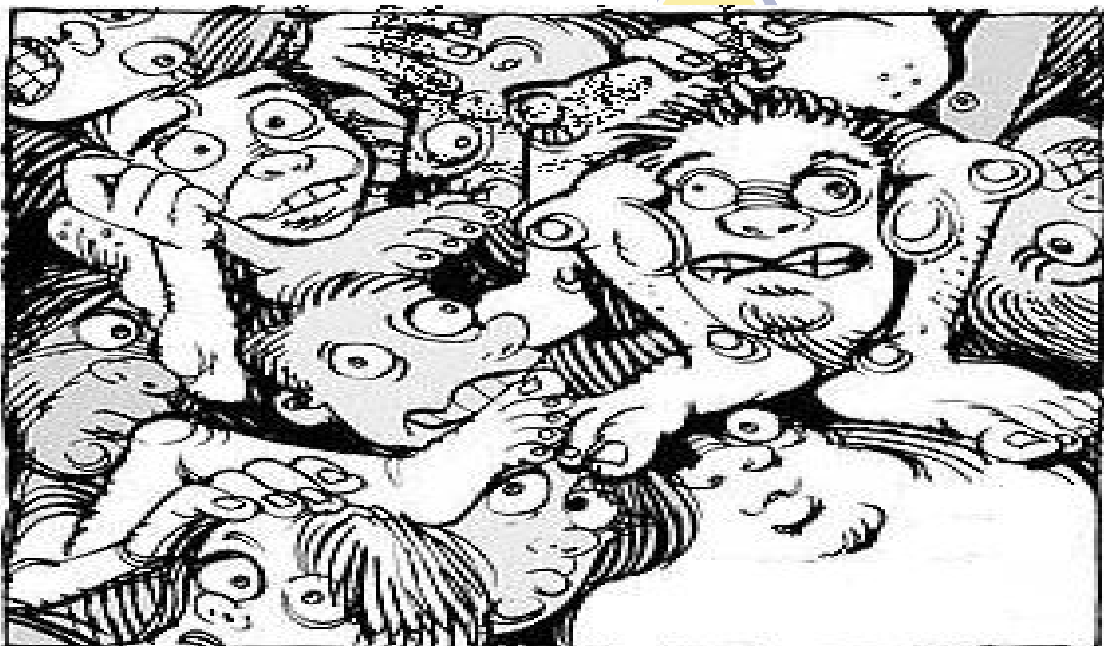
- 1: Responsive & Careful Listening
- 2: Conversational Intent and Consent
- 3: Clear & Complete Expressions
- 4: Requests **NOT** Complaints
- 5: Open-Ended & Creative Questions
- 6: Express More Appreciation
- 7: 6 Challenges and Everyday Living

Introduction



Introduction to Communication

- Imagine yourself issuing your id/military/birth certificates..



A Lesson in Communication

A Man and his Wife



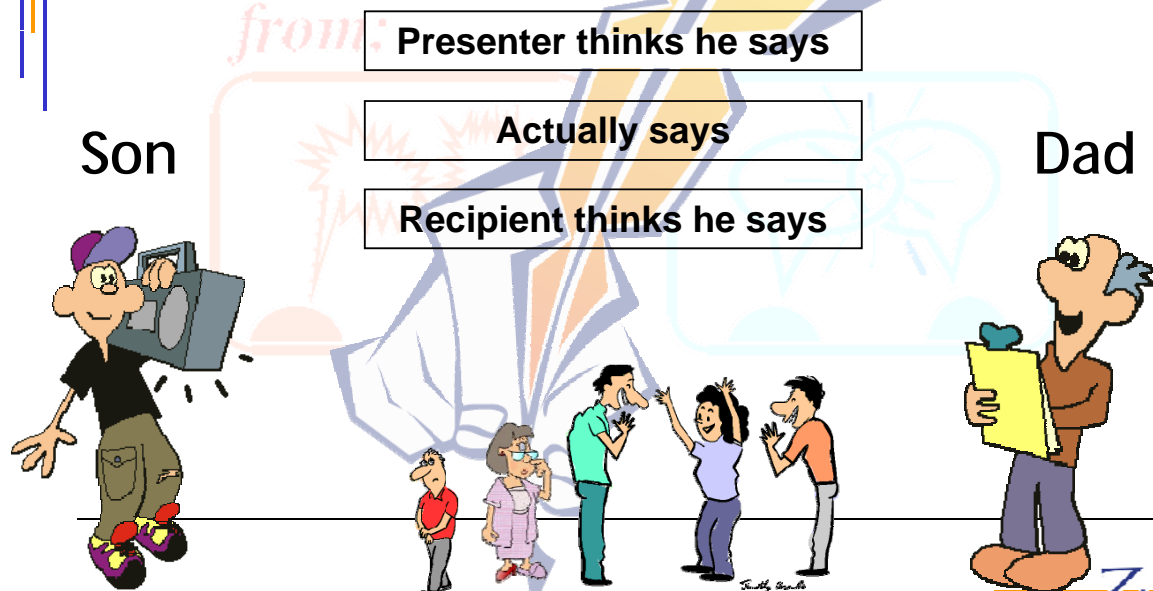
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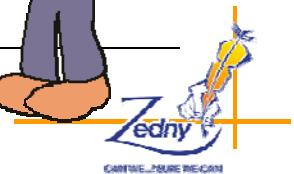
Introduction to Communication

Opportunity for Miscommunication



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Introduction to Communication

It is very important to know your Audience:

1) What personality types are likely to be in my audience?



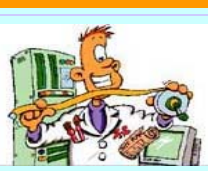

2) How can I recognize them in advance?

3) What happens if I face a mixed audience?



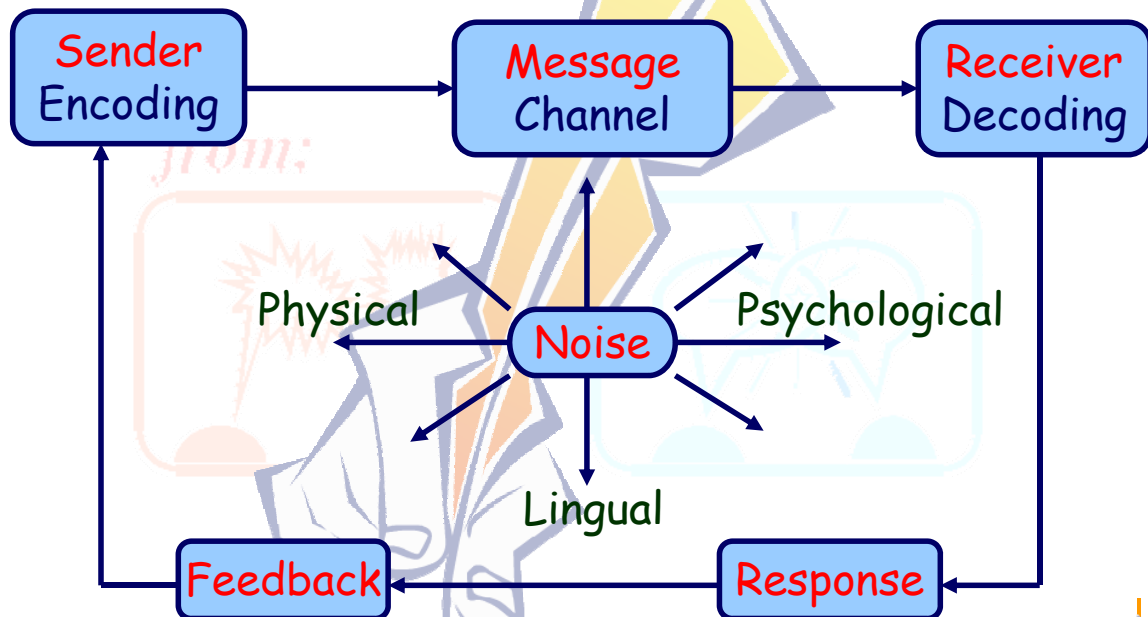
Introduction to Communication

What personality types are likely to be in my audience?

	EMOTIVE	DIRECTIVE	REFLECTIVE	SUPPORTIVE
Description	Are People-oriented	High in dominance/low in sociability	Low in Dominance and sociability	High in Sociability/low in dominance
Character	Sociable, unstructured, no details, short attention span	Aggressive, intense, pushy, unfriendly, determined.	Precise, questioning, serious, scientific, details	Loyal, steady, reliable, fear change
	Be short & focused	Stick to facts	Go to details and supportive facts	Avoid being uncaring, aggressive
				



The Communication Process



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Introduction to Communication

2) How can I recognize them in advance?

- Age
- Gender
- Educational Background
- Occupation
- Clothing, hair styles
- Previous correspondence from colleagues
- Living area

3) What happens if I face a mixed audience?

- With small audience go for the Directive (most influential)

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Challenge ONE:

Responsive & Careful Listening



What is a Conversation?

2-Way Mutual Communication Partnership



Each Partner Needs a **CHANCE**

Satisfy Basic Demand (THM)

- People Seek to be understood (Human Need)



Take it a Step Further....
Show Conversational **CARE & CONCERN**

Avoid Court Conversations



" ...

"

Managing Angry Partners

- Capacity to listen is diminished
- Emotions need to be recognized



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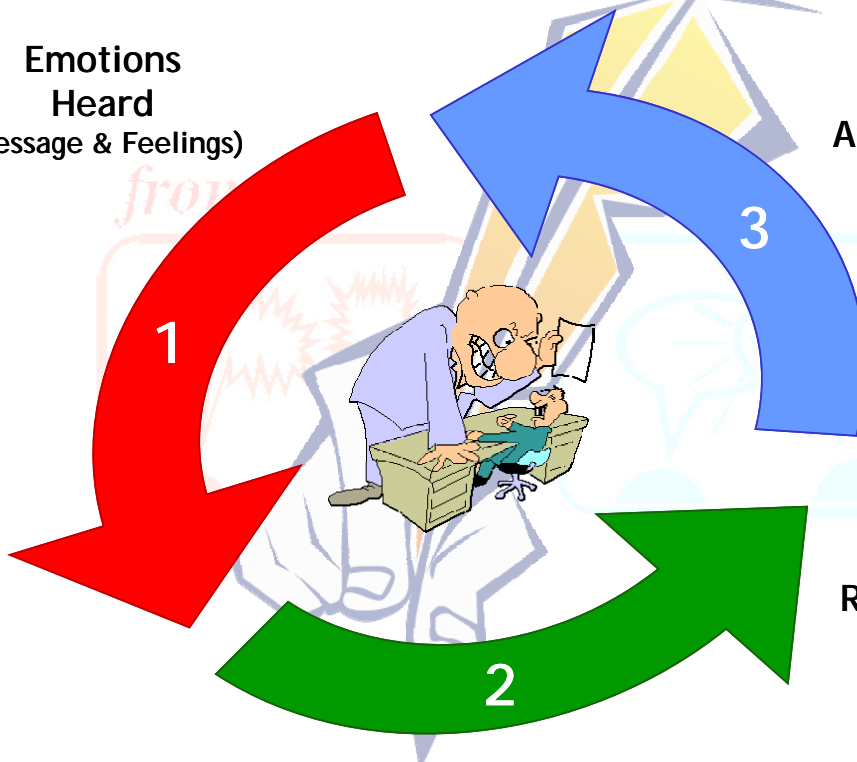
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Listening Managers (THM)

Emotions
Heard
(Message & Feelings)

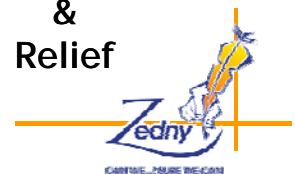
Give
Attention to
Listening



Relaxation
&
Relief

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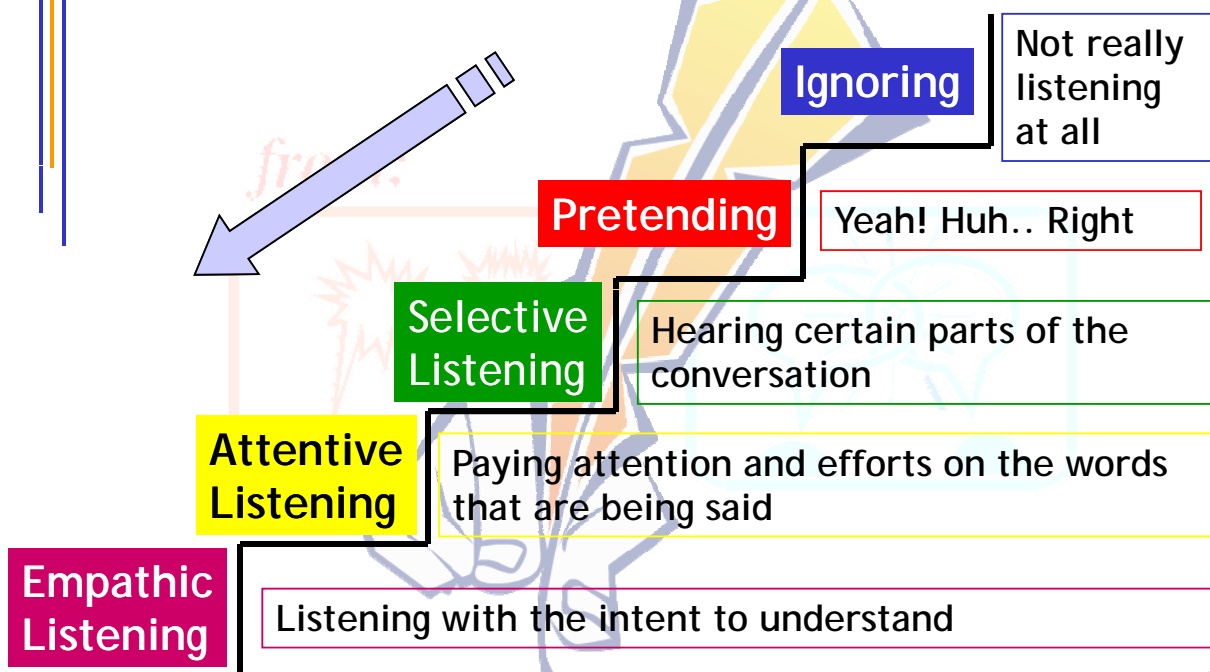
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Managing Angry Partners



Steven Covey's Listening Levels



John Gottman & Moriah's Zebra



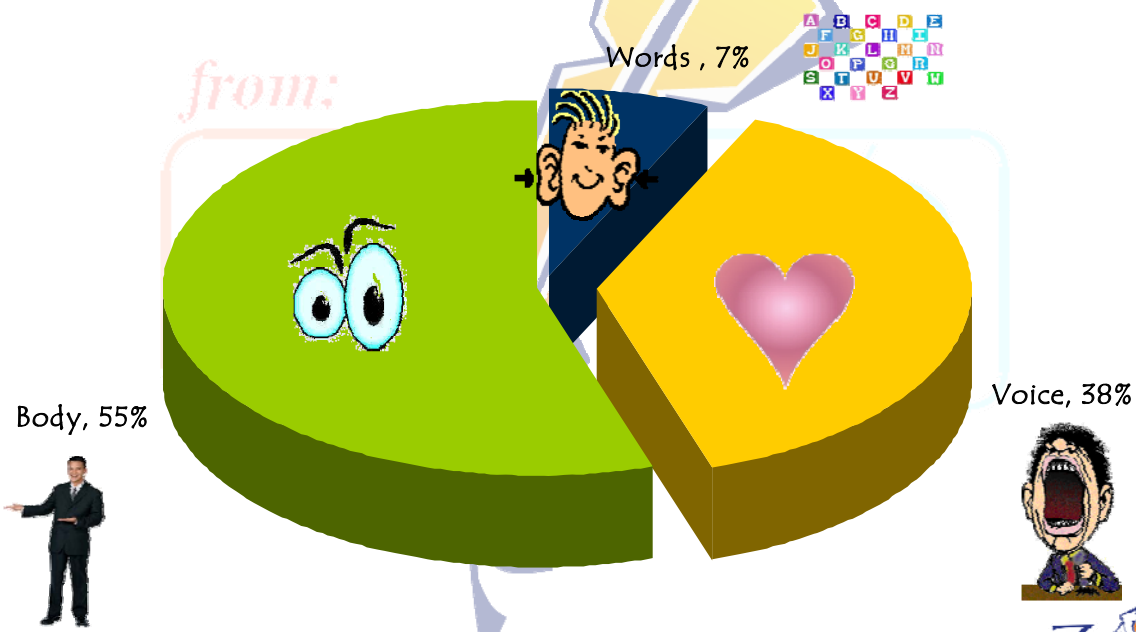
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Empathic Listening

1. Listen with you eyes, heart and ears



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Empathic Listening (Body Language)

Eye Contact

Zone A:

Intimate Zone, if you enter it people think you are staring at them

Zone B:

Dominant Zone, If you look at the forehead you become arrogant



Empathic Listening (Body Language)

Hand Movement

- Be aware of the standard interpretations associated with hand movement

Body and Limb

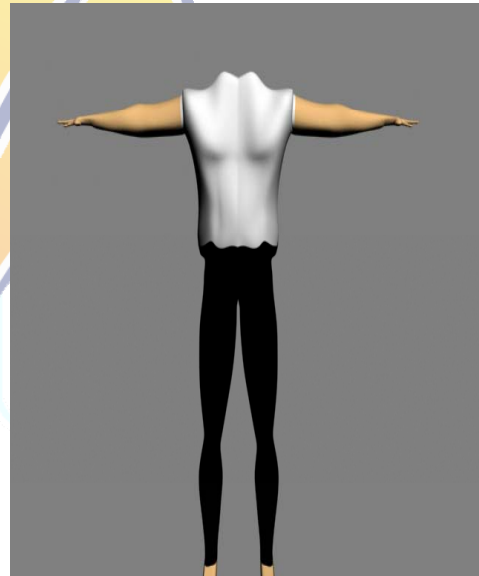
- Ideally, feet close weight balanced.
- Inject movement as you speak
- Don't walk around too much
- Move hands away from the body



Empathic Listening (Body Language)

Posture & Stance

- **Forward sloping:**
Showing dominance
- **Backward sloping:**
Not happy with the situation
- **Bent Slopping:** Saying something without conviction
- **Upright slopping:**
Shows adult assertive behavior (confidence)



Empathic Listening

2. Stand in their shoes



Empathic Listening

3. Practice Mirroring not Mimicking

- Think like a mirror
- Doesn't Judge/Advice....it **REFELCTS**

Mimicking is:

- Repeating words
- Using the same words
- Cold and indifferent



Mirroring is:

- Repeating meaning
- Using your own words
- Warm and caring



Challenge TWO:

Conversational Intent and Consent

Challenge 2:
Explain
conversational
intent...

"I would like to..."

- A. Advise you...
- B. Give instructions...
- C. Make plans...
- ✓ D. Negotiate about...
- E. Explore possibilities
- F. Make a request...
- G. Ask for support..., Etc.

... And invite consent.

Why the Effort to Explain....?

- But why explain:
 - It is better if that person understands what he or she is getting into and consents to participate
- **Agreeing** partners tend to be more present



Conversational Intent

- Many of us practice **explaining intent/inviting consent** without noticing:
 - from:*
 - “Hi Ahmed, I need to ask for your help on my project. Got a minute to talk about it?”
 - “Uh..Mariam, do you have a minute? Right now I’d like to talk to you about...Is that OK?”

Conversational Intent

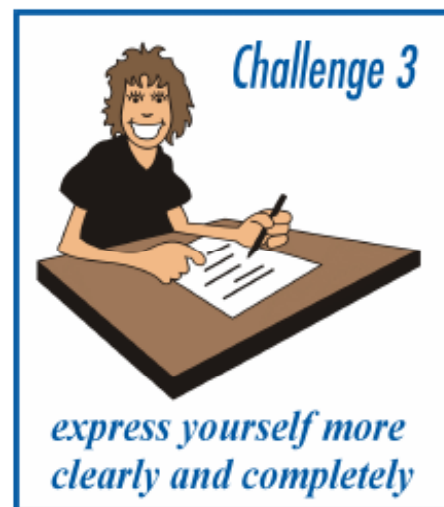
Help the listener in four ways:

1. You can consent or decline the offer
2. Sees the overall picture
3. Ready for what's coming
4. Understands their desired role



Challenge THREE:

Clear and Complete Expressions



SLOW DOWN...!?!?

- Slow down and give more information
- Example:
 - ‘Your 2 o’clock is here’ vs.
 - ‘Your client who made an appointment for 2 o’clock has arrived in the waiting room’

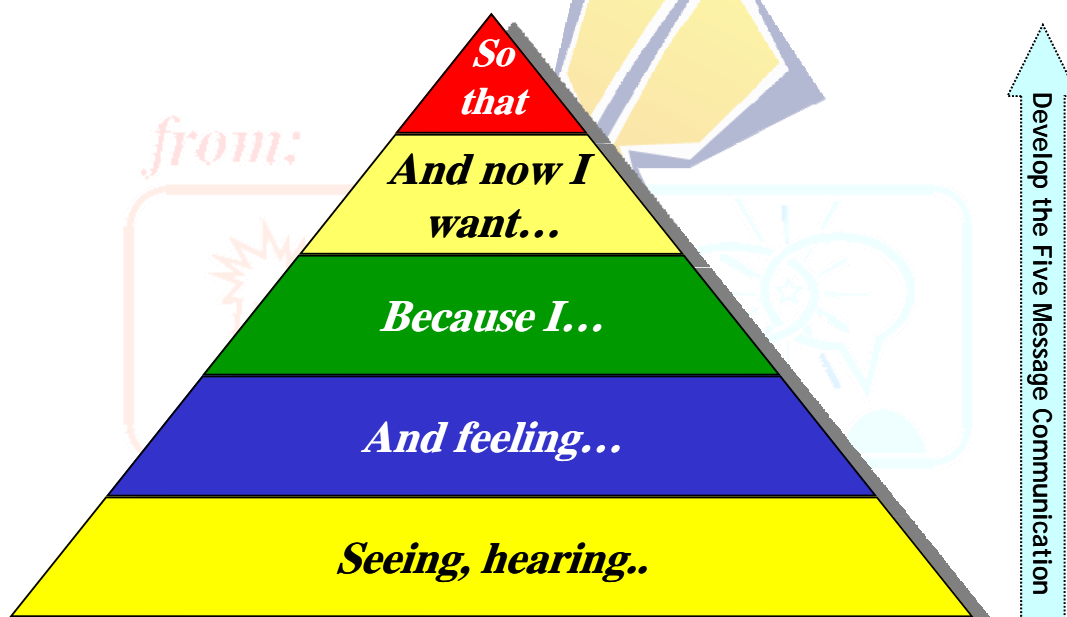


Listeners may fill different details

Listeners miss out the full picture

We mislead by leaving out details

“The Five Messages” (THM)



“The Five Messages”

The Five Messages	Express:	Example (friend worried about her friend)
<i>Seeing, hearing..</i>	1. What are you seeing, hearing or sensing (facts only)	'Amr, when I see you not concentrating at work...
<i>And feeling...</i>	2. What emotions are you feeling?	...I feel really worried...
<i>Because I.</i>	3. What interpretations, wants, needs, memories of yours support those feelings?	...because I imagine that you and Nour fought again over the engagement issue...
<i>And now I want...</i>	4..What action, information or commitment do you want now?	...so I want you to promise me that you will open your heart and talk to me every time you need...
<i>So that...</i>	5. What +ve results will that action	...so that you can boost your morale and try to find a solution to your problems

Challenge FOUR:

Request **NOT** Complaints



I Would Like You to....

- Complaints increase listeners defense ground.

from:



But Why?

- Capacity to listen goes down.
- Energy is spent to defend not to listen
- When feeling safe people listen

Use Specific Action Requests **(THM)**

- Focus on actions to be taken not problems
- Don't establish vague, unresolved conflicts.

from:

Use Verbs and Adverbs

"meet our deadlines regularly"

Do Not Use Nouns and Adjectives

"slow worker"
"bad team player"

Details...More Cooperation

Social psychology: detailed requests cause better response

Examples:

- “Will you please open the window?”
- “May I please have a glass of water?”
- “Will you please open the window so that we can get more fresh air in here?”
- “May I please have a glass of water? I’m really thirsty”



Why is it so Inspiring?



Speaker treating listener as a social equal

Listener understands the goal and not the will of speaker

Explanation (not order) emphasizes it as a request



Challenge FIVE:

Open Ended and Creative Questions



Open-Ended...the Sky's the Limit



- Do not shut up people (yes/no questions)
- People feel pressured (not the best decision)
- Open-ended questions allow for wide range of responses
- Example:
 - Did you like it?
 - How did you like that food/movie/speech/etc?

Open-Ended...the Sky's the Limit

- Solving problems to meet everyone's need
- Getting to know/understand people
- Creating richer and more satisfying conversations



Be More Creative

What do you see?



Be More Creative

- Questions we ask are fruitless and self-defeating?

from:



Example:

“How could I have been so stupid?”
“What could I learn from this experience?”



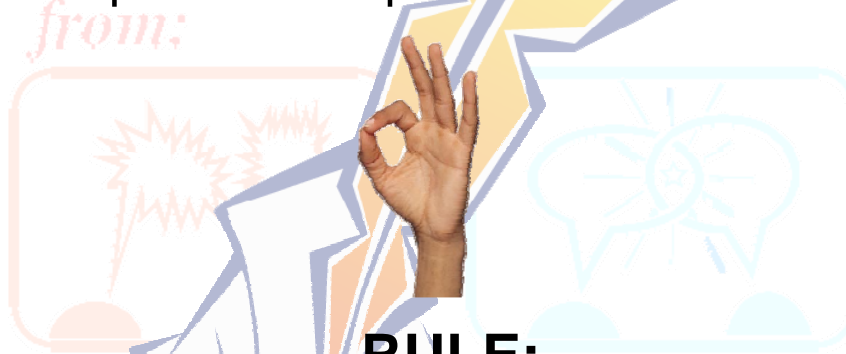
Challenge SIX:

Express More Appreciation



Express More Appreciation

- Appreciation helps accommodate differences
- Most important and powerful motivators



RULE:

“Healthy relationships need a core of mutual appreciation”

Bringing Up Kids

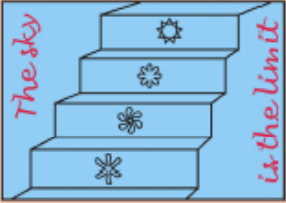
“Children who are more intelligent, self-confident and flexible...at age 6-8 experienced **5 times** more positive than negative interchanges by their parents by the age three...”



Challenge SEVEN:

6 Challenges and Everyday Living

Challenge 7

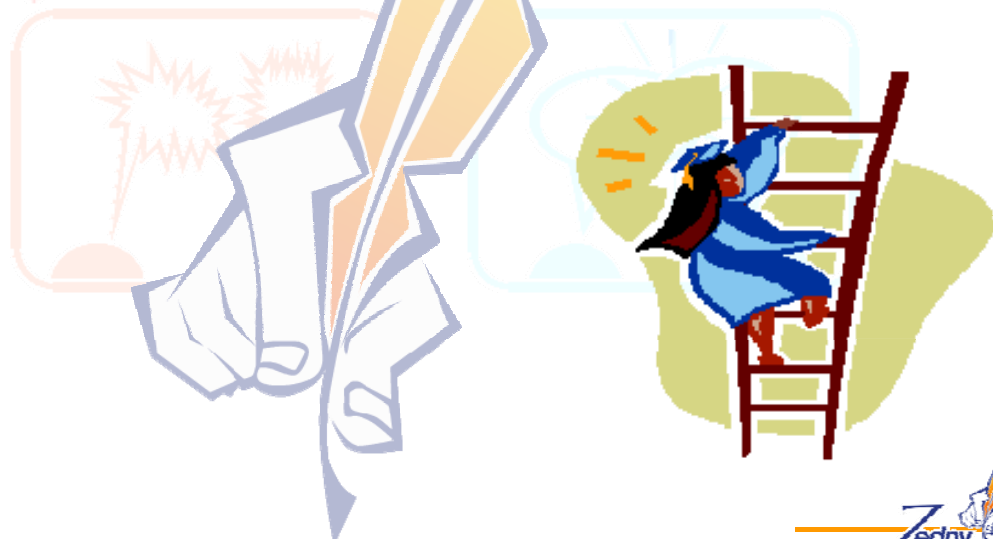


to see each conversation in our lives as an opportunity to become more skillful and compassionate persons

Practice, Practice, Practice

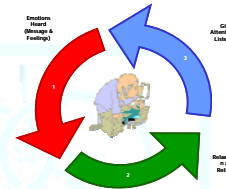
- Develop faith that you can develop
- It will come naturally

from:



Our Take-Home Messages

- Satisfy Our Basic Demand
- Become a Listening Manager
- Speak the Five Messages
- Use Specific Action Requests



Use Verbs and Adverbs "meet our deadlines regularly"	Do Not Use Nouns and Adjectives "slow worker" "bad team player"
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Empathic Listening into Action

The 7 Challenges to Communicating More Cooperatively



Daily Checklist

Choose 10 important conversations today:

Number	Evaluation (%)			How well did you listen today?					What will you do to get better listener? <i>Your Comments...</i>
				Ignoring	Pretending	Selective	Attentive	Empathic	
1	45%	50%	5%			x			need to focus on listening to the feelings
2									
3									
4									
5									
6									
7									
8									
9									
10									



from:

to:



THANK YOU

