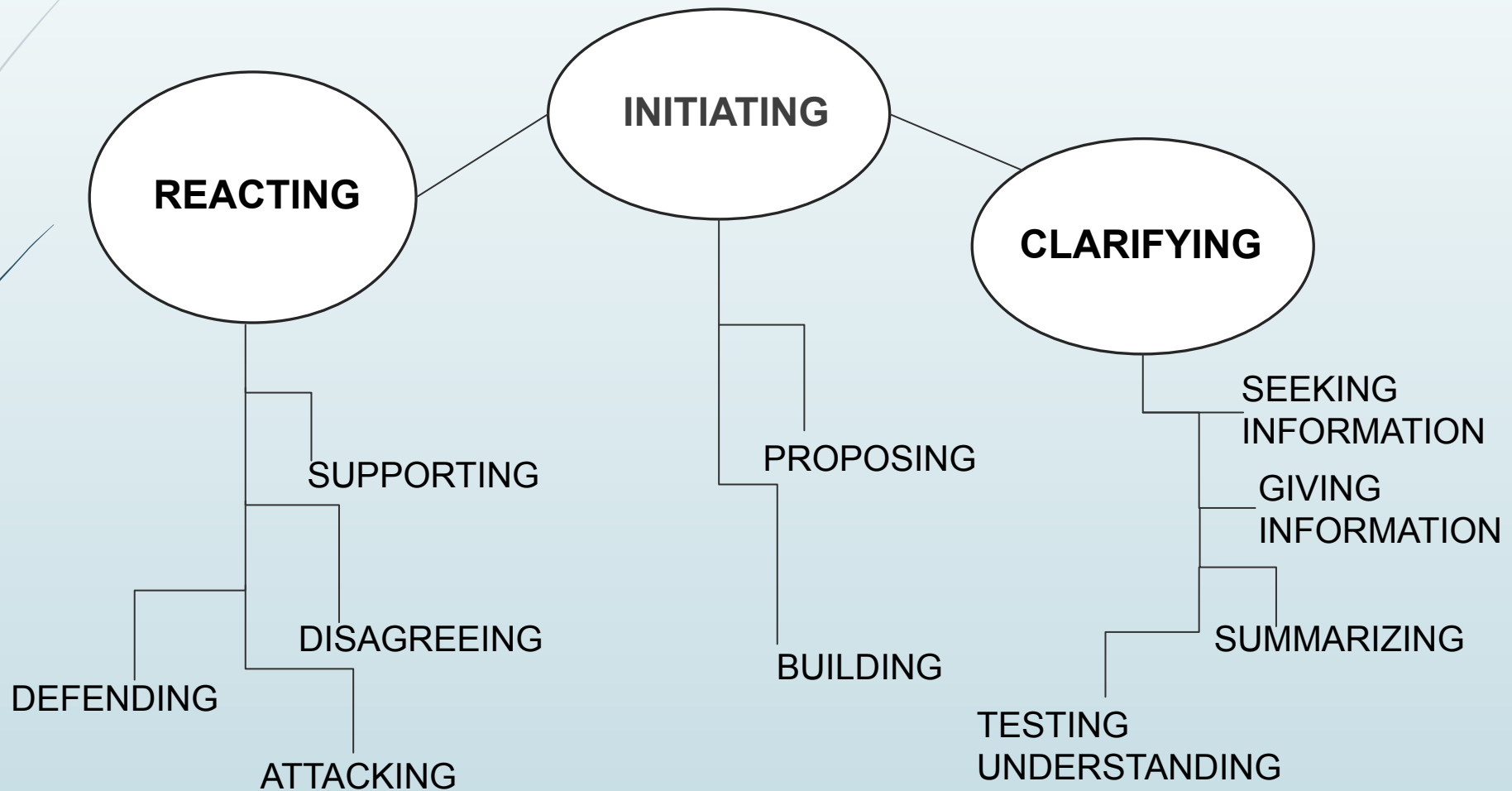
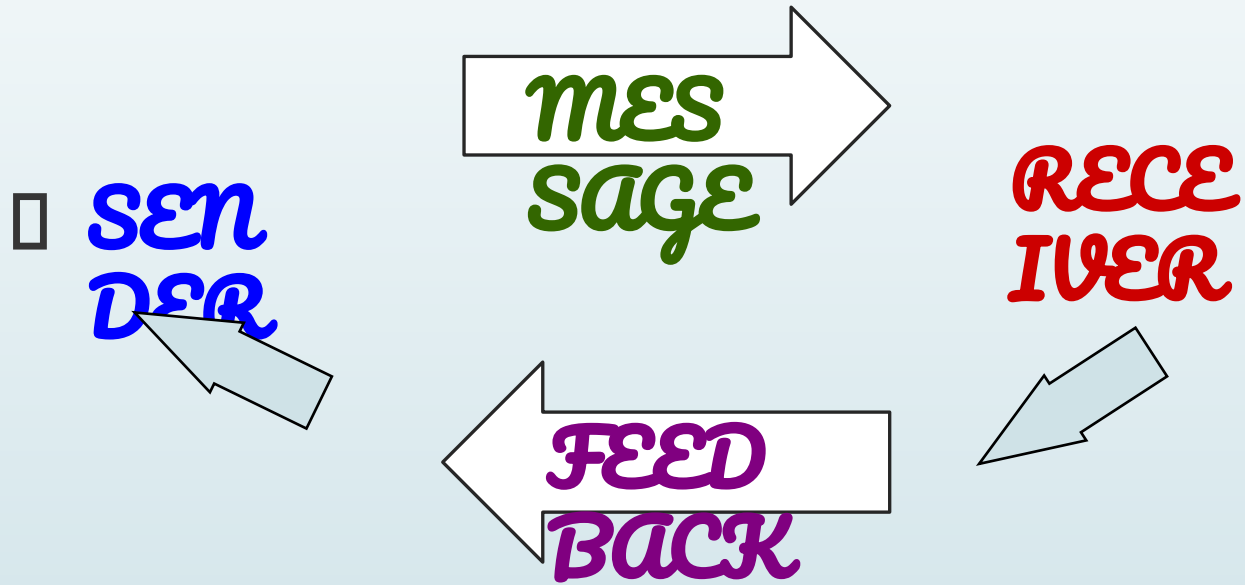


# VERBAL BEHAVIORS CATEGORIES

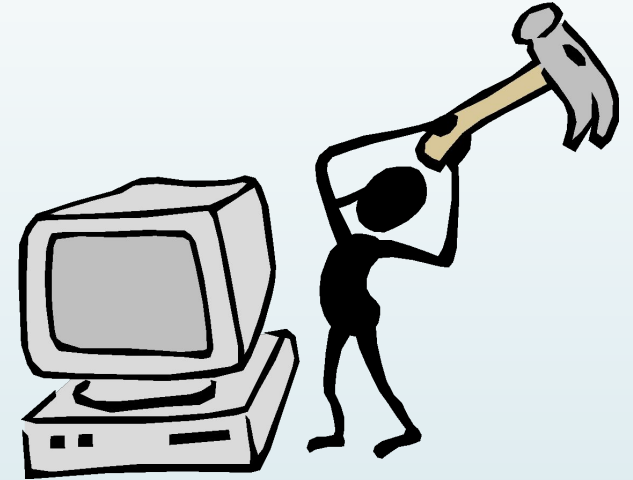


# Communication loop



# SENDER BREAKDOWN

- **Wrong time**
- **Wrong Method**
- **Wrong Place**
- **Hostile or negative tone of voice**
- **Using poor choice of words or wrong words**
- **Sender's behavioral signals may differ from the verbal message**





# MESSAGE BREAKDOWN



- Too long to understand
- Too short leaving out information
- Too general or ambiguous
- Communicated too quickly
- Message with incorrect information
- Noise distorting or blocking transmission

# RECEIVER BREAKDOWN

- Receiver too busy or preoccupied.
- Fails to understand the words
- Receiver having an emotional block towards the sender - fear-anger-dislike
- Receiver assuming knowledge of the message thus failing to pay proper attention
- Receiver tired
- Receiver confused



A dark grey arrow points to the right from the left edge of the slide. Below it, several thin, curved lines in shades of blue and grey sweep across the left side of the slide.

# FEEDBACK BREAKDOWN

- **Senders assume their messages have been received as intended**
- **Sender fails to seek, demand or otherwise encourage message feedback**
- **Receivers fail to provide feedback to the sender, whether it is sought or not.**

# HOW TO BE ...

## □ ***SUCCESSFUL SENDER***

- **Make sure your timing is right**
  - **Keep the message brief**
  - **Keep your messages specific & to the point**
  - **Use commonly understood words**
  - **Maintain the self esteem of your receiver**
  - **Seek feedback**





## □ **SUCCESSFUL RECEIVER**

- Stop talking
- Avoid distractions
- Be an active listener
- Listen for feelings as well as meanings
- Provide feedback to sender



# NEVER SAY THESE THINGS .....

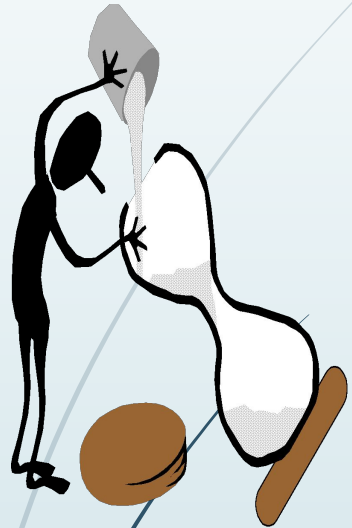
□ If you want to be considered a **"STAR"** performer, consider this list of **'NEVERS'**.

## Never say :

- **They didn't** get back to me". Or, "They are getting back to me." Both are equally disastrous. Expecting someone to get back to you stops the action. Take the initiative.
  - **'I thought** someone else was taking care of that".
- Excuses indicate a roadblock to action.
- Always ask questions to keep things moving.
  - **"No one** ever told me." Let your manager hear you talk this way very often & you will have made a very clear statement about the way you work. You operate in a tunnel, oblivious to everything that is going on around you.



# NEVER SAY THESE THINGS . . . . .



- **“I didn't have time.”** And don't bother with **“I was too busy”**, either. If you find yourself saying things like this you are writing your employment obituary.
- **“I didn't think to ask about that.”** An inability to see down the road may indicate that you lack the ability to understand and grasp relationships.
- **The message in business today is clear. The only measure for success is performance. Whatever the roadblocks, it's your job as a supervisor to remove them. If, not you'll be perceived as one of them.**



# Thank you

