Leadership Lesson Expectations

• Let's see your whole face on the screen!
• Please use your name
• Please mute yourself unless otherwise instructed.
• Please don't have distractions, like a cell phone, on or near by
• Please share when asked.
• Please have something to write with.
The Importance of Communication
We spend 70% of our waking time communicating!
A Walk In The Park
We often ignore information we feel we don't need.

This is how we learn to communicate as well; sometimes leading us to miss important facts!
Communication can be defined as the process of understanding and sharing meaning. To communicate well is to understand, and be understood. This can be achieved in the following ways:

- **Verbally** - Your voice
- **Visually** - E.g. Images, graphs, maps, infographics
- **Non-Verbally** - E.g. Body language, eye contact, gestures
- **Written** - E.g. Books, websites, emails
Having strong communication skills aids in all aspects of life – from professional life to personal life and everything that falls between.

In a survey conducted by LinkedIn, communication topped the list of the most sought-after soft skills among employers.
Good communication skills can help you get interviews and pass the selection process.

Being articulate provides a significant advantage!
Build Your Vocabulary and Choose Your Words Carefully

Ie. The word fast has many definitions:

- A person is fast when he can run quickly.
- Colors are fast when they do not run.
- To be fast by is to be near.
- To fast is to refrain from eating.
- Photographic film is fast when it is sensitive to light.

Remember context clue are important and a person's history is important too.
Listening is an important part of communication

• Being able to actively listen is an important communication skill. It’s easily overlooked, as people tend to focus more on what they want to say, rather than listening to what the other person is saying.

• Knowing when to pause to allow the other person to talk is an important skill. It conveys respect and a willingness to hear the other person’s point of view.
What type of Listener Are You?

When listening to another person, I....

<table>
<thead>
<tr>
<th></th>
<th>Always (1pt)</th>
<th>Usually (2pts)</th>
<th>Often (3pts)</th>
<th>Rarely (4pts)</th>
<th>Never (5pts)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get Distracted</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listen Only to facts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interrupt</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assume the other person already knows</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prejudge</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tune Out</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ignore Non Verbal Clues</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Listener Scoring

- 31-35 points = Effective Listener
- 21-30 points = Good Listener
- 14-20 points = Good Use Some Work
- 13 points or Less = Huh?
Types of Listeners

Detached
• Avoids making eye contact
• Appears withdrawn
• Lacks enthusiasm
• Seems inattentive, disinterested or bored

Involved
• Provides some direct eye contact
• Has an alert posture
• Gives the speaker some attention
• Reflects on the message to a degree

Passive
• May or may not make eye contact
• Fakes attention
• Uses little energy or effort
• Appears calm and laid back

Active
• Has an alert posture
• Uses direct eye contact
• Gives full attention
• Focuses on what is said
• Participates fully
Be An Active Listener!
How many stops did the train make?
How to Improve Your Communication Skills

LISTENING  CONCISENESS  BODY LANGUAGE

CONFIDENCE  OPEN-MINDEDNESS  RESPECT
Barriers In Communication

- Physical
- Perceptual
- Emotional
- Cultural
- Language
- Gender
In this new world of virtual communication

• "Knee to knee" has become "keyboard to keyboard"

• Treat virtual meetings with same consideration as in person meetings

• Be prepared (setting, attire, content)

• All the same rules apply, it's just visualized through a screen
Three Keys to Effective Communication

Pay Attention

Be Present

Welcome What Comes

Ordinary practices that can make an extraordinary difference!
ORSO TEAM

Dr. Irene Chapa  
chapai@uthscsa.edu

Ms. Olga Coronado  
coronadooo@uthscsa.edu

Ms. Tracy Castillo  
castillot1@uthscsa.edu

Ms. Adriana Avendano  
avendanoa@uthscsa.edu

visit our website at www.uthscsa.edu/outreach