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Respectful Communication

Presented by *empac*

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Why is Respectful Communication Important?

- All parties involved feel satisfied and accomplished
- Improves teamwork
- A clear message is not likely misunderstood or altered
- Reduces conflict
- Increases efficiency



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Respectful Communication
creates
a healthy workplace culture!

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||| The "Listener First" approach

Communicating with someone is not an opportunity to demonstrate how smart or superior you are; it is about understanding and meeting the needs of the listener.

The fundamental principle of all communication should be RESPECT.

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Discussion

How is respect demonstrated through communication in the workplace?

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How we communicate

- Verbal: (language/tone/volume/speed)
- Non-verbal: (posture/gestures/facial expressions)
- Active Listening
- Written Word


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Think It Through

- Why are you communicating?
- Who is the receiver / recipient?
- What is your goal or objective?
- What do you want the recipient to do as a result of the communication?
- What format will best accomplish your goal?

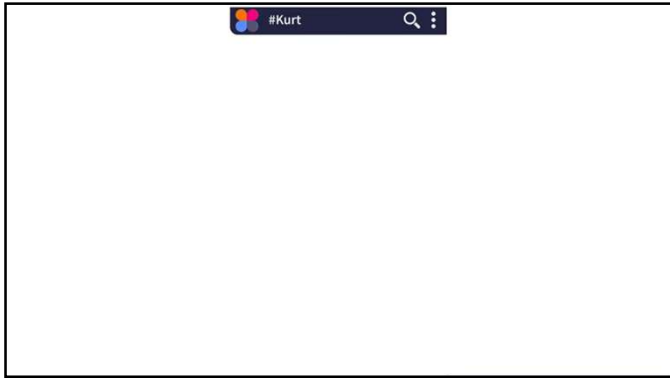
8



Video Activity

On the following video, look for ways this communication could have been improved by taking the time to Think it Through.

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Your Thoughts
How could taking the time to Think it Through improved this communication?

- Why are you communicating?
- Who is the receiver?
- What is your goal or objective?
- What do you want the receiver to do?
- What format will accomplish your goal?

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Tips to improve

1. Give yourself time to plan your message.
2. Make it easy to understand.
3. Eliminate unnecessary jargon.
4. Test different communication structures.
5. Seek feedback.

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Self-reflection!

One thing I can start doing?

One thing I want to stop doing?

One skill I wish to improve?

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