

# Effective Verbal Communication

Presented by  
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What is the most common excuse given to explain why an idea, a project, an event, a task, a new way of doing things, etc, etc, etc, has failed?

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LACK OF COMMUNICATION!



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In the classic movie *Cool Hand Luke* starring Paul Newman, every time Paul messed up and the warden proceeded to impose some sort of punishment he would preface it by saying, “**What we have here is a failure to communicate.**”

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### Primary ways we communicate

- Written – memos, letters, posted notes, news letters, e-mails, texting, fax, formal reports
- Group meetings
- One-to-one – telephone, face-to-face

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### Today's goal

- Increase participants' knowledge and understanding of verbal (and non-verbal) communication techniques
- Prevent or diminish tension during conversations
- Use conversation to maintain strong relationships
- Reduce conversational misinterpretations by ensuring that the messages sent are the messages listeners receive

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Communication is effective  
when it has certain  
characteristics

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Effective communication  
characteristics

- It is two way
- It is marked by Active Listening
- It uses effective feedback
- It is not stressful
- It is clear and unencumbered by mixed or contradictory messages

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Risks of communicating:  
Non-acceptance

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## Non-acceptance communication

- Ordering or directing
- Warning, threatening
- Preaching, moralizing
- Advising, giving solutions
- Lecturing, informing
- Evaluating, blaming

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## Non-acceptance communication

- Praising, agreeing
- Name calling, shaming
- Interpreting, analyzing
- Sympathizing, supporting
- Questioning, probing
- Withdrawing, avoiding

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Questions?



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# Communication Model and Responsibilities

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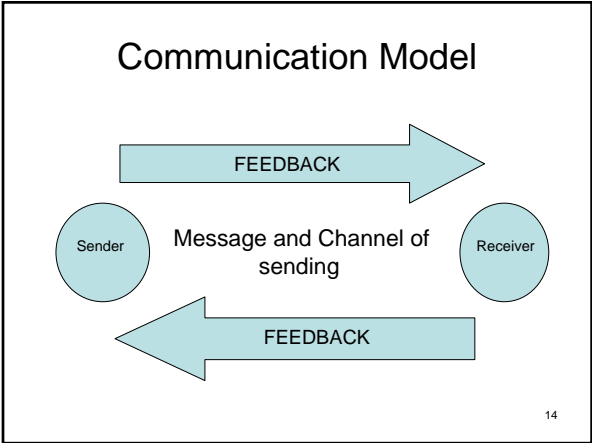
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- ### Sender
- Clearly understand your objectives for communicating
  - Plan
  - Present clearly, concisely, and in an understandable way
  - Ask your listener for their understanding of the message

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## Receiver

- Listen carefully without distraction
- Receive the message with an open mind
- Ask questions for clarification
- Summarize your understanding of what the sender has said

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## Questions?



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## Active listening

- *What* is it?
- *Benefits* of focusing on Active Listening as an approach
- *How to use* Active Listening
- *Barriers* to success potential

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## Effective feedback

- Listen for understanding
- Reflect
- Rephrase
- Restate
- Probe for clarification
- Listen for feeling
- Avoid communicating non-acceptance

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## Diminishing stress

- Verify points
- Remain non-judgmental
- Listen without confronting
- Agree when possible
- Encourage new ways of looking at things
- Send clear "I" messages

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## Refrain when possible

- Evaluative responses
- Advice giving
- "Topping" a response
- Diagnosing or psychoanalyzing

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## Refrain when possible (cont.)

- Prying/questioning motives
- Warning, admonishing, or commanding
- Lecturing
- Getting to logical
- Devaluing the person or the situation

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## Summary

- Financial Aid personnel are challenged to communicate with students, parents, staff, and school peers
- Effective communication helps you prevent tension during conversations, it helps maintain stronger relationships and reduces misinterpretations

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## Questions?



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## Contact

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