

Effective Communication for Results

Without Effectiveness, Communication is a wasted effort!

- *Why do some people just not **UNDERSTAND** what I mean?*
- *How can I **MAKE MY POINT** in a more effective manner?*
- *How do I handle **EMOTIONAL REACTIONS** in the workplace?*
- *Why is **NONVERBAL COMMUNICATION** important?*
- *How do I give orders with **SEEMING PUSHY**?*
- *Why is it so hard to **LISTEN**?*

Why Effectiveness?

As a manager, your best tool for supporting your employee team to achieve high performance is communication. Communication is more than just telling people things and hearing how they respond. We all know this. To communicate fully, where both parties to the conversation understand accurately, is rare. Yet, it is essential to achieving high performance. So, how do you ensure the best chances for communicating effectively with your employee team members? By learning the techniques for effective communication and use them regularly.

The Process:

Effective Communication is a process and requires a set of skills and knowledge to be successful. We have all experienced effective communication at some point in our lives. Therefore, by becoming aware of certain facets we can ensure that our communication is effective more often and particularly when we are responsible for delivering an important message.

The **first** communication component is self-awareness of our own behavior style. We use the **InnerActive Insights** process for understanding this important part of communication. By starting with a self-assessment, a person can quickly relate to their behavioral components and can begin to apply this new information immediately. Self-Awareness is the starting point.

This assessment analyzes behavioral style – a person's manner of doing things. This model identifies one's natural behavioral tendencies in the following areas:

- How one handles problems and challenges
- How one interacts with other people
- How one manages change and pace of the work environment
- How one responds to rules and procedures set by others.

This report provides the knowledge needed to consciously adapt their behavior as situations require. Using our Success Insights wheel helps individuals learn how to become more effective communicators in team environments, how to work better with peers, customers and others. Managers use this information to improve the working relationships in existing teams and in creating more effective project teams.

The **second** communication component is being able to recognize other's behavior styles so we can learn to flex the delivery of our messages. If we can understand that each person is unique and different in many ways - naturally - then we can learn to respect how they take in information or process information that we provide them. The key is learning to become flexible in our communication process so that effectiveness becomes our goal.

The **third** communication component is **questioning**. Learning the proper methods and timing of asking questions can enhance not only communication skills – it will enhance your overall success. Truly effective people have learned the power of questioning and use it rather than *giving orders*.

The **fourth** communication component is **feedback**. One of the necessary skills to improve the feedback process is listening. Utilized with the questioning models for success, listening is the foundation for the feedback process. This process ensures clarity and true understanding of the intended message.

Effective communication is an essential component of organizational success whether it is at the interpersonal, intergroup, intragroup, organizational, or external levels. You can learn and even master the Communication Process. When you do, you will achieve greater satisfaction, results and cooperation. Your satisfaction will increase as your results improve.

YOU CAN MAKE A DIFFERENCE!

*For more information of the services that **InnerActive Consulting Group, Inc.** has to offer, call 901.757.4434 or email us at info@inneractiveconsulting.com.*