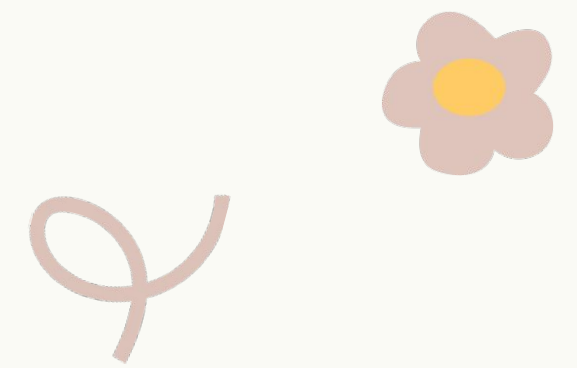
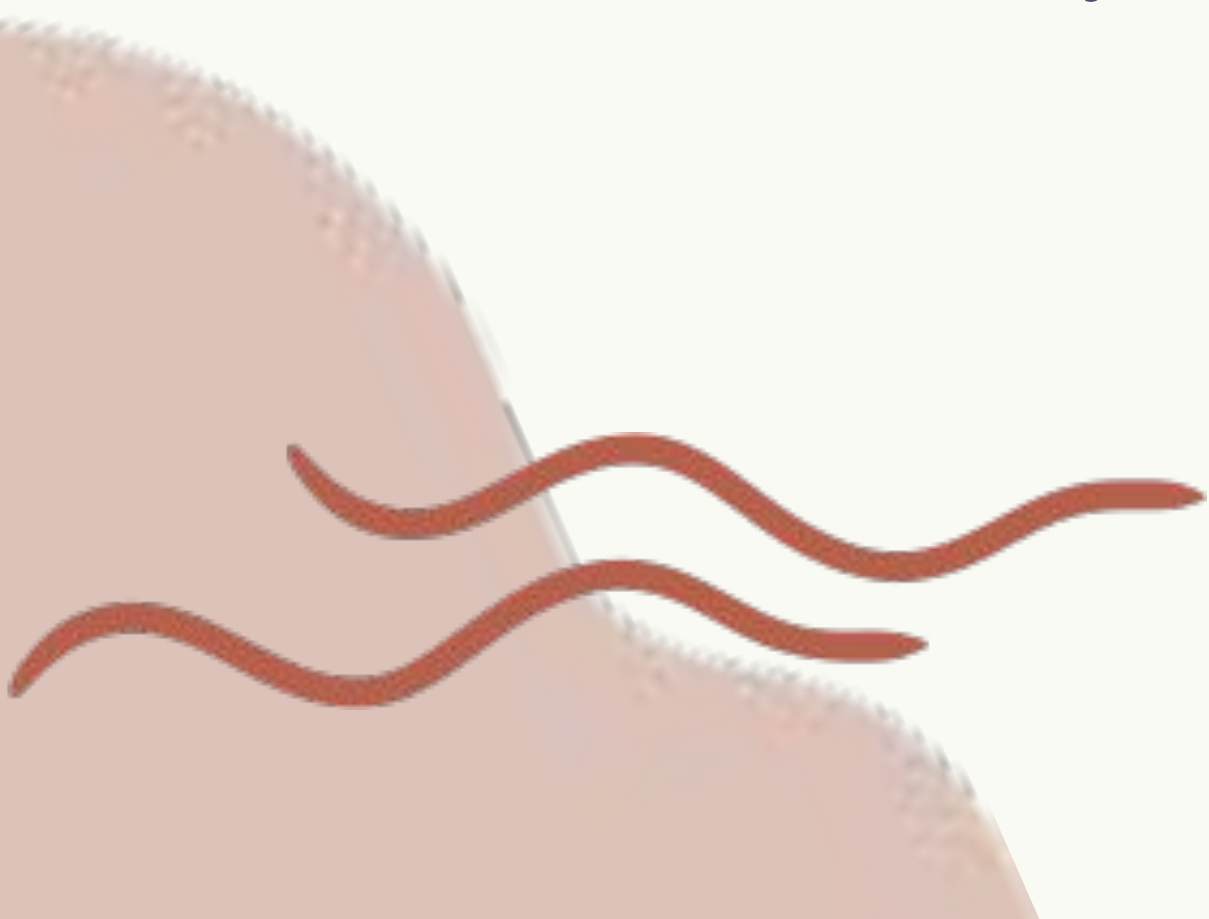


The Art of Communication

Presented By: Sharon Neault, Parent Outreach Representative





Communication

- *Active Listening
- *Listening as a Partner
- *Asking Good Questions
- *The Real Problems
- *The Real Solutions

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What is Communication?

According to Albert Mehrabian, a researcher of body language, **communication is 55% nonverbal, 38% vocal, and 7% words only.**

However, the 7% Rule suggests that **all communication is only seven percent verbal and an overwhelming 93 percent non-verbal, specifically, body language and varying tones of speech.**

Active Listening



- Eliminate distractions (e.g., cell phone, walkie talkie, etc.)
- Body Language (eye contact, leaning in, smiling, nodding head)



Listening as a Partner



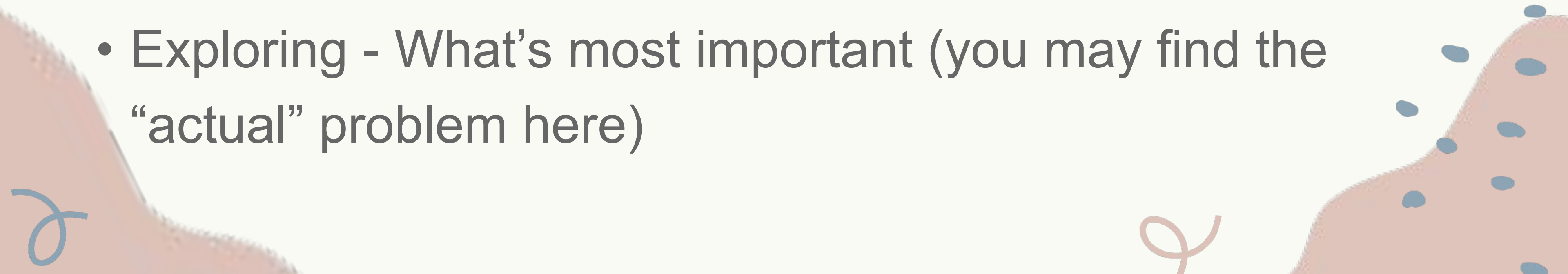
- Reflect back what the individual shared, e.g., rephrase/paraphrase a proposal, idea, or concern.
- Perception Check: Identify the emotion you hear/feel. "Wow, that sounds really difficult." (vs "Wow, you seem mad.")
- Listen to understand vs. to respond- Ask questions that encourage communication, e.g., Can you help me understand?
- Listen without leading the speaker - Try not to answer or give options.



If questions do work, let the questions do the work



- Broadening questions - What happened next
- Clarifying questions - What do you mean by “safe”
- Explaining question - Invites the person to explain, ie, Tell me more about that? What does that look like?
- Exploring - What’s most important (you may find the “actual” problem here)



The Real Problem = The Real Solution

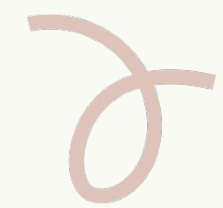
Let's practice.

Real life examples: 20 Questions
Can you guess?



Questions?





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Thank You