

Speaker Notes

Title of Presentation: Three C's of Communication

Page 1 – none.

Page 2 – none.

Page 3 – none.

Page 4 – none.

Page 5 – none.

Page 6 – Communicating effectively requires a commitment to being open to what the other person has to say and committed to finding common ground.

Page 7 – Good communication requires a collaboration with the other person or persons to achieve an agreement or reach a consensus.

Page 8 – Why is communication important to talk about?

1 - it's constant

2 - affects all aspects of daily life

Good communication means sending clear and consistent messages not just with words but with gestures, tone of voice and body language. Good communication also involves being a listener which will also be covered more in depth later.

Page 9 – Clarity of words: it's important to choose your words carefully in order to communicate what you mean.

Listening skills: The other person must feel they are being heard.

Voice quality: Speak clearly and enunciate your words.

Volume: example - Raising your voice communicates anger.

Page 10 – none.

Page 11 – none.

Page 12 - Examples of nonverbal communication will be discussed in the following slide.

Page 13 – You can send positive messages just by having appropriate body language, facial expression and tone of voice. You can also communicate anger or defensiveness by standing with your arms folded.

Page 14 – “I” statements: puts you in control of your thoughts, feelings and statements.

Generalizations: focus on the specific issues or behaviors. Making generalizations about someone attacks them personally rather than focusing on the immediate issues, and puts them on the defensive.

Try, “You interrupted me.” rather than:

“You **always** interrupt me.”

Page 15 – none.

Page 16 – First ask the team – what is a collaborative team - In small groups – think of a time when you were involved in a “great team”...and answer the following questions:

What did it look like?

What made it cohesive?

Then discuss – collaborative teams have clarity, they understand the purpose and goals and have a clear vision for the future.

Page 17 – none.

Page 18 – none.

Page 19 – none.

Page 20 – none.

Page 21 – none.

Page 22 – none.

Page 23 – none.

Page 24 – none.
Page 25 – none.

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