

Getting your message across

Transparency, Consistency & Follow up

Gill Davidson
Group Academic Director

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- Objectives
- The importance of communication
- Why it goes wrong
- What happens when it goes wrong
- How to make it more effective
- Where we communicate
- Setting up an action research project



Objectives

- By the end of the session you will have a clearer idea of why communication breaks down and messages do not get effectively communicated.
- You will have decided on three strategies you are going to employ in future and agreed to reflect and share the results of this action research in a partner



Martin Pistorious

How my mind came back to life and no one knew





COMMUNICATION

THE SINGLE BIGGEST PROBLEM IN COMMUNICATION IS THE
ILLUSION THAT IT HAS TAKEN PLACE

Top 5 Reasons

- Choosing Generic Language
- Lecturing
- Distrust
- Failing to be tactful
- Relying only on what is said

BusinessManagement

75 years of sound business advice **DAILY**

The copy costs are too high

The school is being tight again

Now summer is ending, numbers are falling

We're all going to be unemployed next Monday!



We are running a pilot next week

What am I going to do for dinner tonight?



The most important skills

- The ability to frame the message clearly and concisely
- The ability to motivate someone to do what you want
- The capacity to listen actively
- The ability to be attentive and observant
- The confidence to be sure of the message and convincing in relaying it.

Mehrabian Communication Model



Getting your message across



Be prepared

- Prepare your message
- Consider how it will come across
- Think about questions that may be raised



Concept Check

- Don't assume everyone heard what you thought you said

Transparency

- Builds Trust
- Have a clear rationale
- And be clear about background and reasoning



Ownership

- Everyone has to own the message
- Everyone has to look like they own the message
- The message should stay the same – decide on your message, don't change it.



Listening



Follow up

Follow up leads to

Success.



Wednesday, 16 May, 12

Measurement



Seven



Set goals

- Think of 3 things you would like to try changing in the way you communicate messages
- Share those with someone sitting near you
- Mini action research project

HUSBANDS ARE THE BEST
PEOPLE TO SHARE
SECRETS WITH.
THEY'LL
NEVER
TELL ANYONE,
BECAUSE THEY
AREN'T EVEN LISTENING.



Thank You!



gilliandavidson@ecenglish.com