Opening the Road to Communication

Be authentic!

• Don’t speak your mind…..speak your heart.

Use Praise and Acknowledgment

• Good job, Sam.
• Thanks for working that out with us.
• Thanks for asking me for my ideas.
• Thanks for handling that problem so well. It reinforces our goal of excellent service.
• I want to acknowledge the courage it took for you to confront that very agitated and angry patient today.
• Your dedication to excellence is well recognized.
• Your patience with me shows how important our relationship is to you and that you care.

Leave others Feeling Better......After You Have Interacted with Them

• Think of concrete ways you can make people feel better. For example, talk about people in a way that makes them feel valued. Discuss situations in a graceful way instead of complaining, getting bitter or being cynical.
• Consider how your personal style affects people. For example, if you have a forceful or demanding style, people may feel intimidated, overwhelmed, or nervous when they’re interacting with you. Learn how you can adjust your style so that you leave people feeling better, not worse.

Adapted from “What to Say and How to Say It”
ODLC
Roadblocks to Communication

**Ordering** – To tell someone to do something in such a manner that the other person feels as if they have little or no choice.

**Threatening** – To tell the other person, in an aggressive manner, that if a behavior continues, then certain consequences will occur. This type of message can evoke resentment and hostility.

**Preaching and Moralizing** - Often makes the other feel that his/her judgment is not trusted. A person may respond to those “shoulds” or “oughts” by resisting and defending his posture even more strongly.

**Advising** – To provide answers for a problem. These messages often express a lack of confidence in the other’s ability to find his/her own solution.

**Diagnosing** – This can be threatening. If the diagnoses are accurate the other may feel embarrassed at being exposed. If it is wrong, the other may become angry.

**Lecturing** – May make the other feel inferior, inadequate or subordinate.

**Judging, Criticizing, Blaming** – These may make the other feel inferior or unworthy. They may respond defensively to protect their self image.

**Name Calling, Ridiculing** – These messages can have a devastating effect on the self image.

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