

A close-up photograph of a man with brown hair and a light beard, wearing a light-colored shirt. He has a wide-eyed, shocked, or angry expression, with his mouth slightly open. He is pointing his right index finger directly at the camera. The background is plain white.

**WHAT WE HAVE HERE IS
A FAILURE TO COMMUNICATE !!**

Raphael M. Barishansky

Why are you here?

- Tell me about your communications nightmares
- To learn more about communication
- Types of communication
- Barriers to effective communication
- How to move around those barriers

What is communications

- Communications:
 - art of transmitting information, ideas, and attitudes from one person to another.
 - process of meaningful interaction among human beings.

- Webster's Dictionary, 2009

What is communications

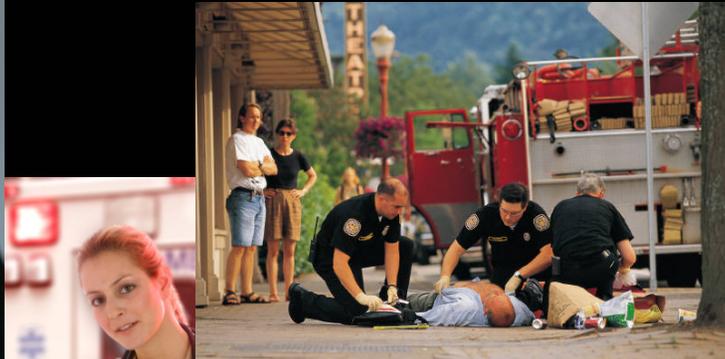
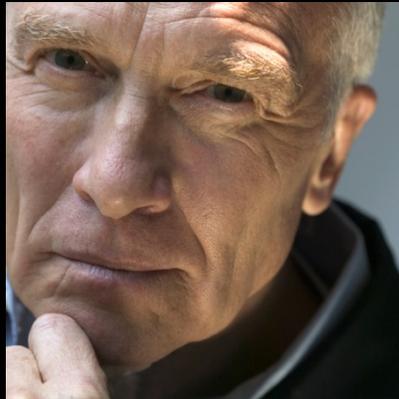
- Effective communication means:
 - conveying messages clearly and unambiguously.
 - receiving information with as little distortion as possible.



What is effective communicating about

- Trust
- Maturity
- Perspective
- Escalate and de-escalate

Who we communicate with



If you are doing it badly, potential for negative impact exists on multiple levels

What we are taught

- Reminiscent of grade school
 - Kindergarten
 - focus is on sending and receiving messages, sharing experiences, learning about emotions, translating nonverbal messages, and practicing good listening skills.



What we are taught

- Reminiscent of grade school

- 1st Grade

- awareness of language choices and demonstrating more vocal quality (tone, pitch, rate, and volume).



What we are taught

- Reminiscent of grade school

- 2nd Grade

- identify relationships between language choices and roles, orally summarize a story, maintain conversations with other children and adults, and respond to another's emotions.



What we are taught

- Reminiscent of grade school

- 3rd Grade

- understanding of the role communication plays in various cultural settings and small groups.



The essence of communication

- Personal process
- Occurs between people
- Means to influence others
- Expression of thoughts/emotions through words/actions.
- Tool for controlling/motivating people.
- A social and emotional process.

Most common forms of communication

- Spoken Word
- Written Word
- Visual Images
- Body Language



Communication networks

- Formal Network:
 - Virtually vertical
 - Per chain of command within the hierarchy.
- Informal Network:
 - Free to move in any direction
 - May skip formal chain of command
 - Likely to satisfy social and emotional needs
 - Can facilitate task accomplishment

Communication process simplified

- This process works as follows:
 - The messenger has something to communicate, a message.
 - The messenger will encode his message with words, behavior and body language that he senses will help him to best communicate this message according to his intent.
 - The message will go through a channel, a means of communication such as e-mail, face to face or phone conversation, letter, presentation.
 - The receiver will then decode the message using conventions, cultural or contextual background, and language skills.
 - The message he receives might or might not meet the intent of the messenger.

General issues

- Problems with communication can pop-up at every stage of the communication process
- At each stage, there is the potential for misunderstanding and confusion based on multiple variables

Can you hear me now?





Your opinion please

What stands in the way of effective communications?

Barriers

- Language Barriers

- Different languages / accent / dialect
- Vocabulary
- Semantic gaps

Barriers

■ Cultural Barriers

- Age
- Education
- Gender
- Social Status
- Cultural Background
- Temperament
- Health
- Beauty / Popularity
- Religion
- Political Belief
- Ethics
- Values
- Motives
- Assumptions
- Aspirations
- Rules/Regulations
- Priorities

Barriers

- Organizational Barriers
 - Poor Organizational Culture /Climate
 - Stringent Rules/Regulations
 - Status / Relationship Complexities
 - Inadequate Facilities / Outdated Equipment
 - Opportunities Of Growth /Improvement
 - Poor Lighting / Noise
 - Staff Shortages

Barriers

■ Interpersonal Barriers

□ Employers

- Lack of trust in employees
- Lack of knowledge of non-verbal clues
- Different experiences
- No consideration for employee needs
- Wish to capture authority
- Fear of losing power of control
- Bypassing and informational overloading

Barriers

- Interpersonal Barriers
 - Employees
 - Lack of motivation
 - Lack of co-operation / trust
 - Fear of penalty
 - Poor relationship with the employer.

Its not what you say...

- Be professional

- You are always being judged by what you say and how you say it
- You can be a great EMS provider, but be a jerk about it (offensive, aggressive, uncaring, overly lighthearted, etc.)
- You need to be able to read the patient and the family

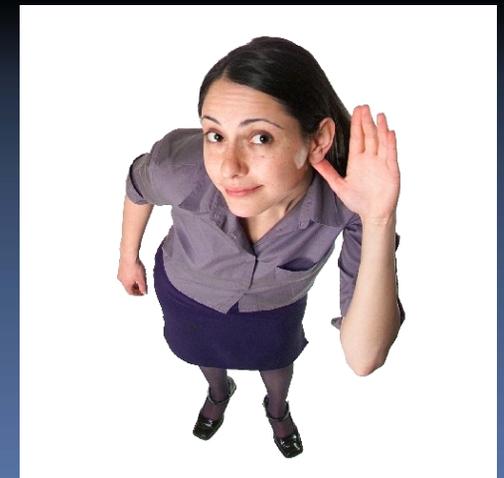
Its Greek to me

■ Terms / Language

- Challenges when people are new and you assume that they know what you are talking about
- Challenges when communicating with folks from other organizations (they don't speak your language)
- Challenges when communicating with patients and families (they don't read your textbooks)

Hearing vs. listening

- Hearing
 - Physical process, natural, passive
- Listening
 - Physical as well as mental process, active, learned process, a skill



Active Listening

■ Listening

- One of the most important skills you can have.
- Has a major impact on your job effectiveness
- Has a major impact on the quality of your relationships with others.

Active listening

- Active listening:
 - Don't just wait for your turn to talk
 - You should be able to repeat back the message in your own words
 - You don't have to agree with it, just understand it





Face to face

- There are three basic elements in any face-to-face communication:
 - words
 - tone of voice
 - body language

Face to face

- These three elements account differently for the meaning of the message:
 - Words account for 7%
 - Tone of voice accounts for 38% and
 - Body language accounts for 55% of the message.

What are you looking at?

- Eye contact
- Facial expressions
 - smile
 - raised eyebrows
 - furrowed forehead
- Posture/body language



Non-verbal communications

- Eye contact:
 - signals interest in others.
 - eye contact with audiences increases the speaker's credibility.
 - making eye contact opens the flow of communication and conveys interest, concern, warmth and credibility.



Non-verbal communications

- Smiling transmits:

- Happiness
- Friendliness
- Warmth
- Liking



- If you smile frequently you will be perceived as more likable, friendly, warm and approachable. Smiling is often contagious.

Non-verbal communications

- Posture and body orientation:
 - You communicate numerous messages by the way you walk, talk, stand and sit. Standing erect, but not rigid, and leaning slightly forward communicate that you are approachable, receptive and friendly.
 - Furthermore, interpersonal closeness results when you face each another person. Speaking with your back turned or looking at the floor or ceiling should be avoided.

Non-verbal communications



Email

- Easy but challenging - why?
 - This is official correspondence
 - Re-read prior to sending
 - Watch spelling, punctuation and grammar
 - DON'T YELL AT PEOPLE
 - Make sure there is a pathway for questions
 - Make sure its reflective of the position that you hold

Telephone

- Be clear as to who you are and what your message is
- Wait for your turn to speak
- Never, ever hang up on anyone



Telephone

- Use the appropriate tone of voice
- “If there is anything I can do, just call me back”
- Use the words hello, goodbye, good morning, etc. – don't forget basic etiquette

Written communications

- Most common – pt. care documents
 - Goes much further than “if you didn’t write it down, you didn’t do it”
 - Stop – be clear, concise, readable (today and in the future both by you and by others)
 - Don’t lie
 - Be careful with non-standard abbreviations
 - No social commentary
 - No opinion (he was drunk, she was high)



Written communications

- Factual statements only

Written communications

■ Supervisors/managers usually have to document:

- Adverse/unusual situations
- Employee actions/disciplinary actions
- Reference proper sections of agency – or State – policy
- Watch “little things” – such as spelling, grammar, and

Verbal Communication Don'ts

- *Do not:*
 - instantly react and mutter something in anger.
 - use technical terms and verbiage not understood by majority of people.
 - speak too fast or too slow.
 - speak in inaudible surroundings, as you won't be heard.

Verbal Communication Don'ts

- *Do not:*
 - assume that everybody understands you.
 - interrupt the speaker.
 - jump to the conclusion that you have understood every thing.

Recipe for effective communications

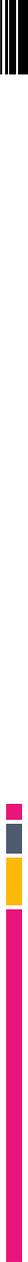
- Focus on language and pronunciation.
- Work on voice modulation.
- Work on body language.
- Read more

Recipe for effective communications

- Think , then speak.
- Do not speak too fast.
- Use simple vocabulary.
- Do not speak only to impress someone.
- Look presentable and confident.

Recipe for effective communications

- Listen more
- Avoid reading or watching or listening unwanted literature, gossip, media presentations, etc.
- Interact with qualitative people.



Thank you...

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