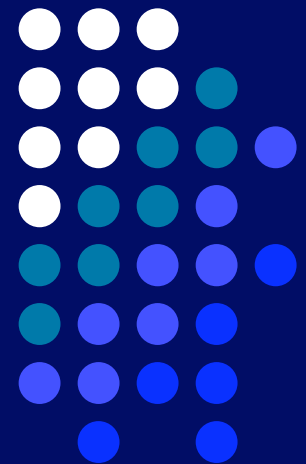


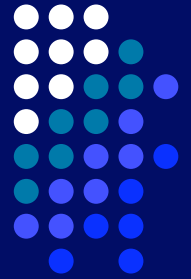
Successful Communication & Conflict Resolution

Presented to Grandview Heights

Christopher Stankovich, Ph.D.

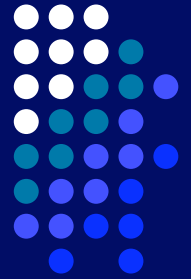
www.drstankovich.com





Tonight's Agenda

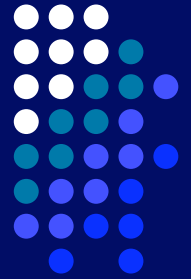
- Discuss the communication process
- Process the art of active listening
- Examine common barriers to effective communication
- Discuss qualities of verbal and non-verbal communication
- Examine attitude projection and “body language”
- Identify differences in oral and written communication
- Discuss conflict resolution ideas



"Remember, the people you are talking to are a hundred times more interested in themselves and their wants and problems than they are in you and your wants and problems"

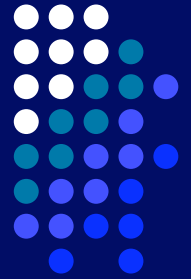
-Dale Carnegie

Why Cant We All Communicate Effectively?

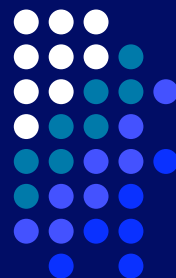


- What prevents us from communicating effectively with others?
- What prevents us from resolving conflicts with others?

The Importance of *Listening!*



- For most people, it is more important to construct what they want to *say* than it is to truly *listen* to what the other person is saying
- This is not wrong, but it does limit the effectiveness of our communication
- Successful, effective communication relies on active listening, which in turn develops strong relationships!



Active Listening

Open-ended questions – “Tell me how you are doing,”
“What suggestions you have for improvement?”

Paraphrase- “If I heard you correctly you said...”

Clarify- “Just a second, can you please repeat that?”

“I” Statements- Instead of “You make me mad,” how about “I feel upset.”

Audible Speech- Speak clearly, pronounce words correctly,

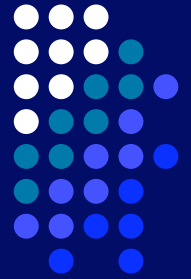
Use Person’s Name- Ask if you are unsure how to pronounce it

Assertive, but not Aggressive- There is a fine line between the two, be sure to know your limits!

“Every man I meet is my superior in some way. In that, I learn of him.”

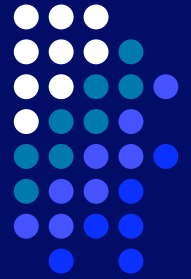
-Ralph Waldo Emerson

Barriers to Successful Communication



- Too emotionally charged – can't understand what other person is trying to say
- Do not take time to truly understand other persons position
- Send off bad body language, even though your words are fine
- Give off the impression of righteousness
- Interrupt often and do not get the entire message
- Inaudible speech
- Make the other person feel unimportant

Non-Verbal Communication (Body Language)

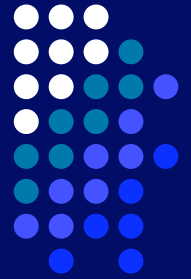


Non-verbal communication, or attending skills (or easier yet -**“body language”**) is like a song without the lyrics. Very often how you appear is more important than what you actually say!

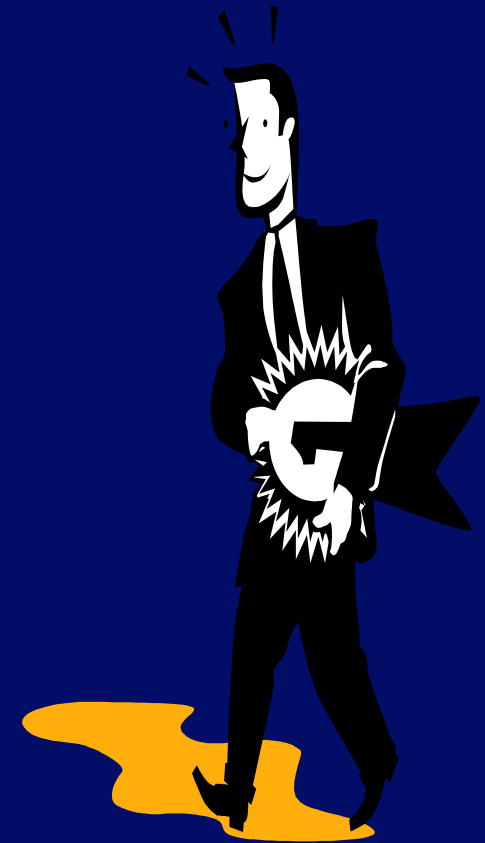
Non-Verbal Communication Skills

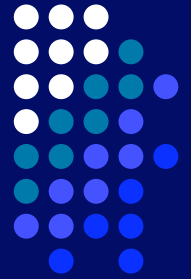
- Showing up on time, displaying manners, displaying an air of confidence and success
- Positive, Open, Inviting Body Language (Attitude Projection)
- Eye Contact (direct but not piercing) and comfortable smiling
- Any passive-aggressive behavior
- Confirmation Skills (i.e., head nods, uh-huh's)
- The obvious: Appropriate dress and good hygiene!

Attitude Projection



- So what's with *your* attitude?
- Your attitude triggers neurotransmitters that directly impact your physical behaviors – good *and* bad
- Ah, but the world looks back at us and responds accordingly, positively *and* negatively, depending on their **perception** of us!





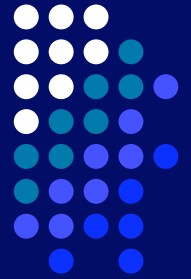
Emotions are Contagious!

- Attitude is a choice – **YOURS!**
- Positive attitude cultivates **belief** and increases our **self-efficacy**, which in turn lead to **peak performances**
- By having a good attitude you will encourage others to do the same, making the communication process that much easier!

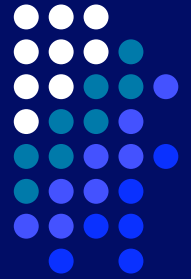
"What we see depends mainly on what we look for"

Sir John Lubbock, English Archeologist

Written & Electronic Communication

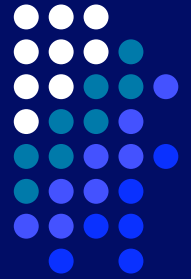


- Remember, words alone can be taken very differently than they were intended
- Use of capital letters, exclamations, even improperly spelled words may portray you differently than you would like
- Anything you put out in electronic format can, and likely will, be around for a long time (and may easily get into the hands of others)
- Pay special attention to what you have on your social networking pages!!



Conflict Resolution Tips

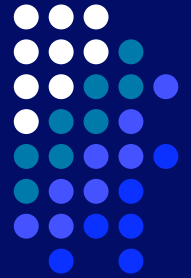
- Always admit when you are wrong
- Shelve your emotions and use logic whenever possible
- Seek “win-win” resolutions
- Never tell a person “you are wrong”
- Never look to “win” an argument
- Display empathy whenever possible
- Do not speak to people in disinterested, condescending ways
- Always value what others have to say



Homework

- Take a close look at your current way of communicating – is it effective?
- What things can you do differently and better to enhance your communication style?
- When it comes to resolving conflicts, what are some new ideas you can incorporate to help foster better relationships?

Dr. Christopher Stankovich



Dr. Stankovich received his Ph.D. in Clinical Counseling from The Ohio State University and is the founder of Advanced Human Performance Systems, a counseling center in Columbus, Ohio, that offers performance-enhancement assistance to athletes and coaches, as well as various non-sport groups, including physicians, attorneys, business people, and educators. In addition to his private practice, he is a former Visiting Professor of Psychology at Kenyon College where he taught Clinical and Sport Psychology. He has also taught at Otterbein, Capital, Wittenberg, and The Ohio State University.

Dr. Stankovich is the co-author of 2 books (“The Parents Playbook” and “Positive Transitions for Student Athletes”) and has been published in several scholarly journals. He is recognized throughout Ohio as “The Sports Doc” for his regular featured television segment on Ohio News Network (ONN), and his featured column in Columbus Parent magazine. Additionally, he has worked previously as a featured columnist for Business First newspapers. He is regularly featured in USA Today, Washington Post, The American Psychological Monitor, San Francisco Chronicle, NY Post, ESPN, ABC World News, and Fox National Sports Radio. For more information about Dr. Stankovich’s counseling and performance consulting please visit www.drstankovich.com, or call 614-561-4482