

COMMUNICATION INTELLIGENCE WORKBOOK



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GRAHAM TAYLOR-EDWARDS

GRAHAM (GT) is a successful Leadership, Sales, Service coach and workshop facilitator.

GRAHAM HOLDS:

- *ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT*
- *DIPLOMA IN AUTOMOTIVE MANAGEMENT*
- *DIPLOMA OF TRAINING AND EDUCATION AND DESIGN*
- *CERTIFICATE IV IN FINANCE AND MORTGAGE BROKING*
- *CERTIFICATE IV IN BUSINESS SALES*
- *NZ CERTIFICATE IN MARKETING*
- *NLP MASTER PRACTITIONER.*



Graham completes over one hundred leadership, sales, fixed operations and customer experience workshops each year and is the founder Of Success Resources International a Registered Training Organisation (RTO) in Brisbane and Managing Director of GTE Training and Development Ltd in NZ

Born in North Wales Graham has lived in Australia for sixteen years after working in New Zealand for over 24 years.

He has served in the Royal Navy and Royal NZ Navy and is married to a kiwi girl Shelley from the Bay of Islands.

LET'S GET STARTED

TURN LEARNING INTO BEHAVIOUR

GTE TRAINING AND DEVELOPMENT trust you will enjoy this workshop and implement the techniques and philosophies into your business successfully.

REMEMBER If it is to be it is up to YOU

COMMUNICATION INTELLIGENCE

WORKSHOP OBJECTIVES

To understand and be aware of 4 communication skills

I thought I would touch on communication intelligence today as I have thought for many years it is how we communicate with each other determines the success we can achieve.

I believe the customer is number 2 and your team members are number 1.

A great saying by Bob Farrell is:

"A TEAM IS A GROUP OF PEOPLE THAT WORK HARD TO MAKE EACH OTHER LOOK GOOD"

To do this requires a set of skills sometimes referred to as soft or people skills, (I prefer essential skills) which allow us to effectively work with others no matter what your position, industry, gender, or generation.

COMMUNICATION STYLES

At the end of this workshop the participant should be able to recognise the following communication styles

1. PASSIVE
2. PASSIVE AGGRESSIVE
3. AGGRESSIVE
4. ASSERTIVE

Assertiveness and self confidence

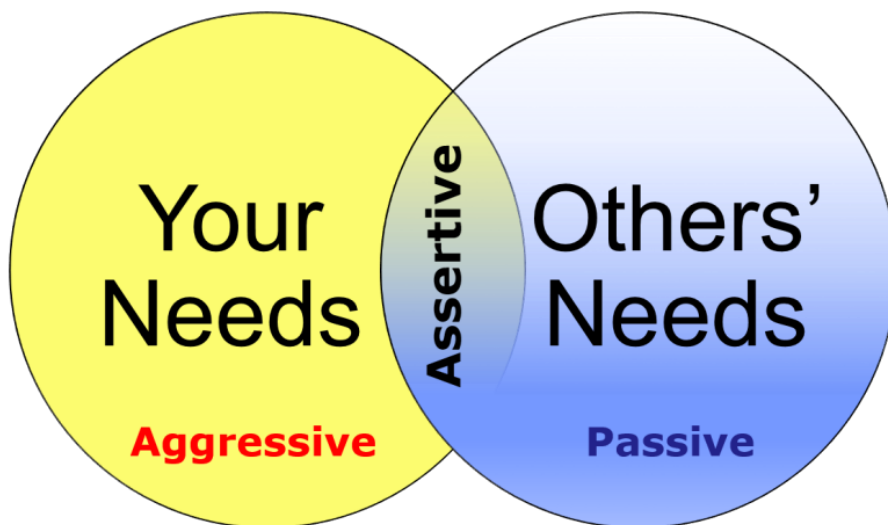
Assertiveness and self-confidence are comprised of important interpersonal communications skills and traits that can be learned and practiced.

An assertive person is confident and direct in dealing with others. Assertive communications promote fairness and equality in human interactions, based on a positive sense of respect for self and others.

It is the direct communication of a person's needs, wants, and opinions without punishing, threatening, or putting down another person.

Self-confidence plays an important role in our everyday lives. Being confident allows us to set and reach our goals. It provides stability when we are faced with a challenge; it gives us that push that helps us overcome difficulties.

Self-confidence is necessary in our personal and professional lives, as without it one would not be successful in either. It gives us the ability to stand up to face our challenges and to pick ourselves up when we fall.



PASSIVE COMMUNICATION



Passive behaviour is the avoidance of the expression of opinions or feelings, respecting other's rights, and identifying and meeting other's needs. Passive individuals exhibit poor eye contact and slumped body posture and tend to speak softly or apologetically.

RARELY GETS INVOLVED OR MAKES WAVES

DON'T OFTEN COMPLAIN

SUBMISSIVE AND NON-VERBAL COMMUNICATION

SOFT VOICE, HESITATION IN THEIR SPEECH AND LACK OF EYE CONTACT

USUALLY APPEAR HAPPY IN THEIR JOBS

WHEN PUSHED TO THE LIMIT THEIR EMOTIONS CAN ERUPT IN UNPREDICTABLE WAYS

PASSIVE PEOPLE EXPRESS STATEMENTS IMPLYING

- "I'm unable to stand up for my rights."
- "I don't know what my rights are."
- "I get stepped on by everyone."
- "People never consider my feelings."



PASSIVE-AGGRESSIVE COMMUNICATION



The passive-aggressive person uses a communication style in which the individual appears passive on the surface, but is really acting out anger in a subtle, indirect, or behind-the-scenes way.

Passive-aggressive people usually feel powerless, stuck, and resentful. Alienated from others, they feel incapable of dealing directly with the object of their resentments.

Rather, they express their anger by subtly undermining the real or imagined object of their resentments. Frequently they mutter to themselves instead of confronting another person. They often smile at you, even though they are angry, use subtle sabotage, or speak with sarcasm.

ALWAYS HAS SOMETHING TO SAY AFTER THE FACT

AVOID CONFLICT

RARELY SPEAK UP

DISCUSS PROBLEMS WITH THOSE NOT DIRECTLY INVOLVED

UNEXPRESSED ANGER AND FRUSTRATION

PASSIVE-AGGRESSIVE INDIVIDUALS USE COMMUNICATION IMPLYING

- "I'm weak and resentful, so I sabotage, frustrate, and disrupt."
- "I'm powerless to deal with you head on so I must use guerrilla warfare."
- "I will appear cooperative, but I'm not."



AGGRESSIVE COMMUNICATION



An aggressive person communicates in a way that violates the rights of others. Thus, aggressive communicators are verbally or physically abusive, or both.

Aggressive individuals display a low tolerance for frustration, use humiliation, interrupt frequently, and use criticism or blame to attack others. They use piercing eye contact and are not good listeners.

STRONG OPINIONS AND IDEAS
NOT AFRAID TO EXPRESS THEM
EVEN IF IT IS AT THE EXPENSE OF OTHERS
SEEM TO HAVE A CHIP ON THEIR SHOULDER
OVERBEARING AND SARCASTIC
EVEN RUDE
AGGRESSIVE PEOPLE EXPRESS STATEMENTS
IMPLYING

- The other person is inferior, wrong, and not worth anything
- The problem is the other person's fault
- They believe they are superior and right
- They will get their way regardless of the consequences



ASSERTIVE COMMUNICATION



An assertive person communicates in a way that clearly states his or her opinions and feelings, and firmly advocates for their rights and needs without violating the rights of others.

Assertive people value themselves, their time, and their emotional, spiritual, and physical needs. They are strong advocates for themselves -- while being very respectful of the rights of others.

Assertive people feel connected to other people. They make statements of needs and feelings clearly, appropriately, and respectfully. Feeling in control of themselves, they speak in calm and clear tones, are good listeners, and maintain good eye contact. They create a respectful environment for others, and do not allow others to abuse or manipulate them.

STAND UP FOR THEMSELVES

EXPRESS NEEDS AND CONCERNS IN DIRECT AND APPROPRIATE WAYS

ALWAYS RESPECT THE RIGHTS AND PERSONAL SPACE OF OTHERS

OPEN BODY LANGUAGE

MAINTAINS EYE CONTACT

NOT AFRAID TO ASK WHY

THE ASSERTIVE PERSON USES STATEMENTS IMPLY

- "I am confident about who I am."
- "I cannot control others, but I control myself."
- "I speak clearly, honestly, and to the point."
- "I know I have choices in my life, and I consider my options. I am fully responsible for my own happiness."



POOR TEAM COMMUNICATION



AGGRESSIVE STYLE TAKES OVER
CAN BE A PERSONAL ATTACK
PASSIVE COMMUNICATOR START TO BOIL over



BOIL OVER

IT TAKES COURAGE TO
DO THIS
MOST WOULD JUST
LEAVE



YOU DON'T OFTEN GET A SECOND CHANCE

POOR COMMUNICATION SKILLS CAN CAUSE A VERY VALUABLE TEAM MEMBER TO QUIT

LEARNING TO COMMUNICATE MORE ASSERTIVELY WILL REDUCE STRESS, SOLVE PROBLEMS MORE QUICKLY AND ENCOURAGE PRODUCTIVITY

THEY KNOW WHAT THEY WANT AND WHAT THEY DON'T WANT

ABLE TO SORT OUT THE RELEVANT FROM THE IRRELEVANT



ASSERTIVE COMMUNICATION AND PLANNING

BEGIN WITH A POSITIVE ASSUMPTION

BE PROACTIVE

80% OF ALL WORK-RELATED PROBLEMS ARE COMMUNICATION ISSUES

IF WE LEARN TO COMMUNICATE MORE INTELLIGENTLY, WE WILL HAVE MORE ON THE JOB SATISFACTION AND SUCCESS

THE KEY IS TO COMMUNICATE ASSERTIVELY

EXPRESS YOURSELF OPENLY AND HONESTLY WITHOUT DENYING THE RIGHTS OF OTHERS

USE PERSONISED STATEMENTS THAT BEGIN WITH "I"

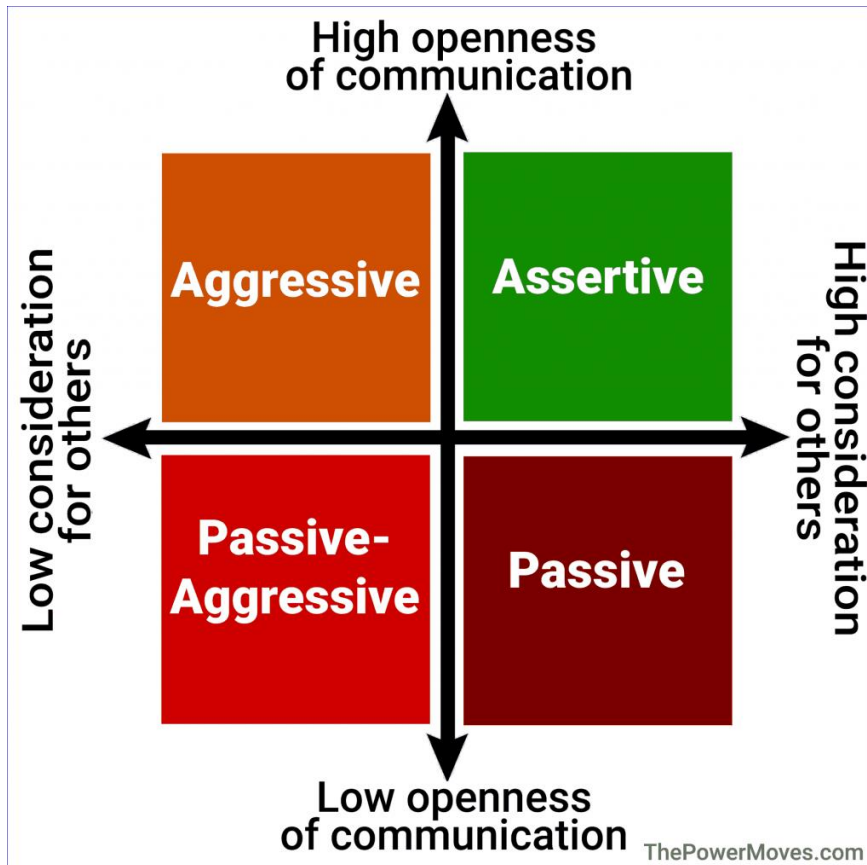
USE FEELING VERBS LIKE I FEEL, I FELT, I FOUND

TAKE INTO ACCOUNT BODY LANGUAGE, TONE AND INFLECTIONS, PROJECT CONFIDENCE AND BE CLEAR

BEING POSITIVE

Being positive and feeling good about oneself is the key; you must feel the part. Positivity is a leading factor in one's self confidence, it will help you keep a feeling of worth. Staying positive will provide you a great asset regarding self-talk and recognising and working with your strengths.

Everyone has weaknesses and by being positive you can recognise your weaknesses and then work on them to lesson to remove them all together.



WHAT IS YOUR COMMUNICATION STYLE?

WHAT WILL YOU CHANGE?

TAKE AWAYS