

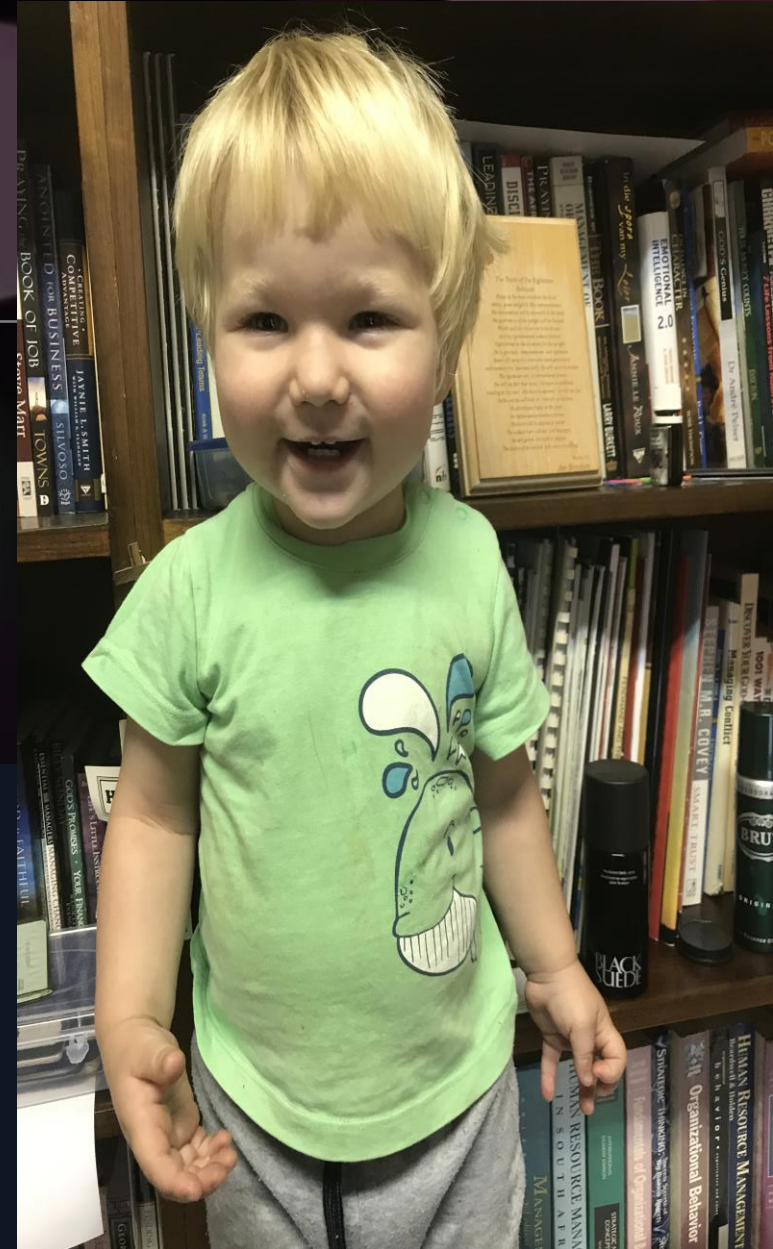
Online e-LEARNING

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The preferred provider for Cutting Edge Online e-Learning Coaching by
Dr Mario Denton

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Character Family Communication



Passage to memorize

• **Matthew 15:18** •

**The things that come out of the mouth
come from the heart**



Seek first to understand

- Proverbs: 16:13 He who answers before listening – that is his folly and his shame
- Proverbs: 12:16 Reckless words piece like a sword but the tongue of the wise brings healing



Strengthen your ability to listen

- Your degree of ability to communicate will either evoke trust or distrust in those you lead
- It will instill either confidence or fear



**God communicated with us in
scripture not merely to *inform* us but
also to *transform* us**



The mouth speaks that which fills the heart Luke 6: 43-45



Our speech can be blessing or injury to others

- James 3: 1-16 The tongue seems to be more difficult to bring under control than any other part of our being
- Our speech is not a neutral territory but it is shaped by our character



Respond with an mind that is open

- Listening that leads to understanding is one of the effective leaders best communications strategies
- Search for the fuller meaning



Be quick to listen and slow to speak. James:1-19

- Communication begins with values
- Communication always occur in a relationship
- David Nathan story in 2 Samuel 12:1-25 From relation, Preparation, confrontation to restoration



Interaction categories

1. **PROPOSING**

A behaviour which puts forward a new suggestion, proposal or course of action

2. **BUILDING**

A behaviour which is usually in the form of a proposal, which extends or develops a proposal made by another person

3. **SUPPORTING**

A behaviour which makes a conscious and direct declaration of agreement or support for another person or his concepts and opinions

Interaction categories

(Continued)

4. DISAGREEING

A behaviour which states a direct disagreement or which raises objections and obstacles to another person's concepts or opinions

(NB - disagreeing is about issues)

5. DEFENDING/ATTACKING

A behaviour which attacks another person either directly, or by defensiveness.

Defending/ attacking behaviour usually involve value judgments and often contain emotional overtones

(NB - defending/attacking is usually about people, not issues)

Interaction categories (Continued)

6. **TESTING UNDERSTANDING**

A behaviour which seeks to establish whether or not an earlier contribution has been understood

7. **SUMMARISING**

A behaviour which summarises or otherwise restates in a compact form the content of previous discussions or events

8. **SEEKING INFORMATION**

A behaviour which seeks facts, opinions or clarification from another person

Interaction categories (Continued)

9. GIVING INFORMATION

A behaviour which offers facts, opinions or clarification to other people

10. BRINGING IN

A behaviour which invites views or opinions from a member of the group who is not actively participating in the discussion

Clear communication model

Source: Training consulting services

Clarifying

Clarifying skills provide overall direction for an interaction and develop a clear understanding of the topic or issue being discussed

- **Establishing purpose**
- **Agreeing on process/agenda**
- **Asking appropriate questions**
- **Checking understanding**
- **Summarising**
- **Encouraging participation**

Listening and responding

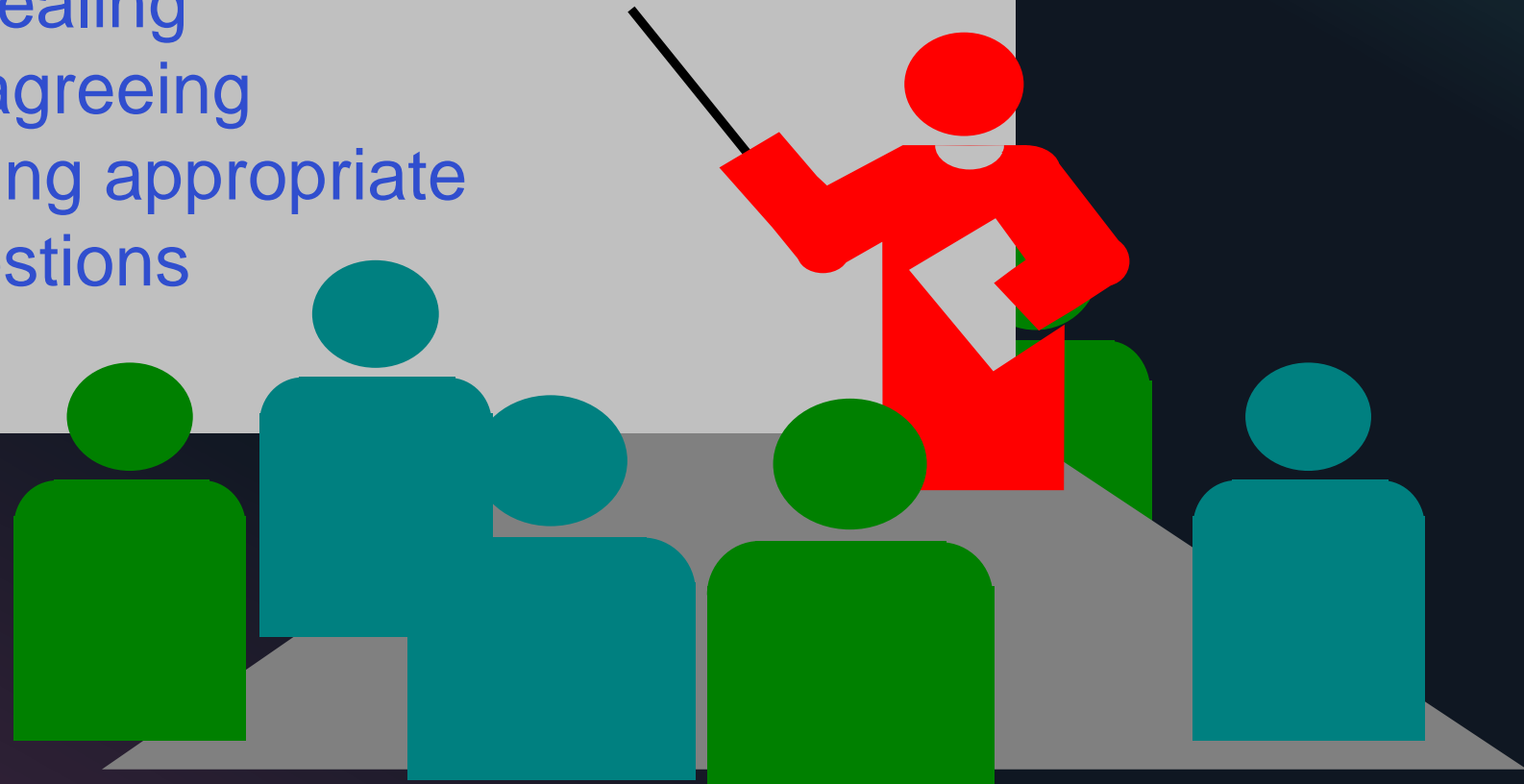
**Listening and responding skills build
understanding and interpersonal
relationships**

- **Encourage others to open up**
- **Add to your knowledge and understanding of the situation**
- **Improve your interpersonal relationships and build rapport**
- **Improve your efficiency by reducing lost time caused by misunderstandings**

L

istening and responding (Continued)

- Recognising
- Revealing
- Disagreeing
- Asking appropriate questions



Exploring

Exploring skills generate ideas and suggestions on what and how to go about something

- **Inviting proposals**
- **Presenting proposals**
- **Developing proposals**

Actioning

Actioning skills ensure that the best solution is agreed on and the details tied down

- Evaluating options**
- Agreeing action**

Reviewing

Reviewing skills ensure that agreed actions are implemented

- Summarising**
- Setting follow-up dates**
- Following-up**

COMMUNICATION STYLES

- Four basic styles of communication can be identified:
 - Action orientated
 - Process orientated
 - People orientated
 - Idea orientated



Action orientated people:

- **Talk about:**

- Results
- Responsibility
- Objectives
- Performance
- Productivity
- Efficiency
- Moving ahead
- Achievements

- **Are:**

- Pragmatic (down to earth)
- Direct (to the point)
- Impatient
- Decisive
- Quick (jump from one idea to the next)
- Energetic

Process orientated people:

- **Talk about:**

- **Facts**
- **Procedures**
- **Planning**
- **Organizing**
- **Controlling**
- **Testing**
- **Trying out**
- **Analysis**

- **Are:**

- **Systematic (step-by-step)**
- **Logical (cause and effect)**
- **Factual**
- **Verbose**
- **Unemotional**
- **Cautious**

People orientated people:

- **Talk about:**

- **Needs**
- **Motivations**
- **Teamwork**
- **Feelings**
- **Understanding**
- **Sensitivity**
- **Awareness**
- **Beliefs**

- **Are:**

- **Spontaneous**
- **Empathetic**
- **Warm**
- **Subjective**
- **Emotional**
- **Perceptive**
- **Sensitive**

Idea orientated people:

- **Talk about:**

- **Concepts**
- **Innovation**
- **Creativity**
- **Possibilities**
- **Grand designs**
- **Alternatives**
- **New ways**
- **Potential**

- **Are:**

- **Imaginative**
- **Charismatic**
- **Ego-centered**
- **Unrealistic**
- **Creative**
- **Full of ideas**
- **Provocative**
- **Difficult to understand**

Communicating with an **action** orientated person:

- **Focus on the results first (present the conclusion right at the outset)**
- **State your best recommendations (do not offer many alternatives)**
- **Be as brief as possible**
- **Emphasize the practicality of your ideas**
- **Use visual aids**

Communicating with a **process** orientated person:

- Be precise
- Organize your presentation in a logical order
 - Background
 - Present situation
 - Outcome
- Break down your recommendations

Communicating with a **process** orientated person: (continued)

- Include options (consider alternatives) with pros and cons
- Do not rush the process orientated person
- Outline your proposal (1,2,3 etc)

Communicating with a **people** orientated person:

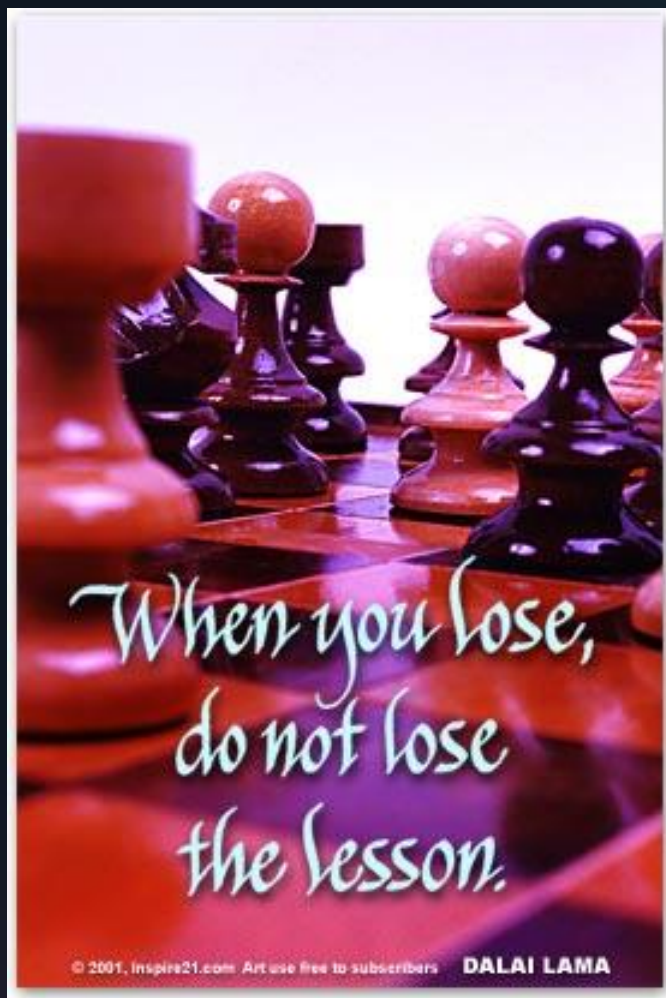
- **Allow for small talk (do not start discussion right away)**
- **Stress the relationship between your proposal and the people concerned**
- **Show how the idea worked well in the past**
- **Indicate support from well respected people**
- **Use an informal writing style**

Communicating with an **idea** orientated person:

- Allow enough time for discussion
- Do not get impatient when he/she goes off on tangents
- In your opening, try to relate the discussed topic to a broader concept or idea; be conceptual
- Stress the uniqueness of the topic at hand

Communicating with an **idea** orientated person: (continued)

- **Emphasize future value or relate the impact of the idea on the future**
- **When writing to an idea orientated person, try to stress the key concepts which underline your proposal or recommendation right at the outset. Start off with an overall statement and work toward the objective**



*When you lose,
do not lose
the lesson.*

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A photograph of a vast field of orange poppies stretching to the horizon under a cloudy sky. The text is overlaid on the right side of the image.

*Don't judge
each day by
the harvest
you reap, but
by the seeds
you plant.*

ROBERT LOUIS STEVENSON

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THANK YOU!

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