

Indian Health Service Effective Communication

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IHS Mission:

to raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level



Communication

- The exchange of information
- Sending or receiving information
- Verbal, visual, audio, written, non-verbal
- Active listening

Effective Communication

- Clear, correct, complete, concise, compassionate, courteous
- Message is received and understood
- Message has clarity and purpose
- Know your audience
- Ability to read your audience
- Active listening
- Be able to communicate in more than one way



Active Listening

Active listening is hearing what someone else is saying. It also involves being attuned to another person's thoughts and feelings as well as learning how to read subtle cues *and* controlling your own emotional response. It requires both empathy and self-awareness.



Communication

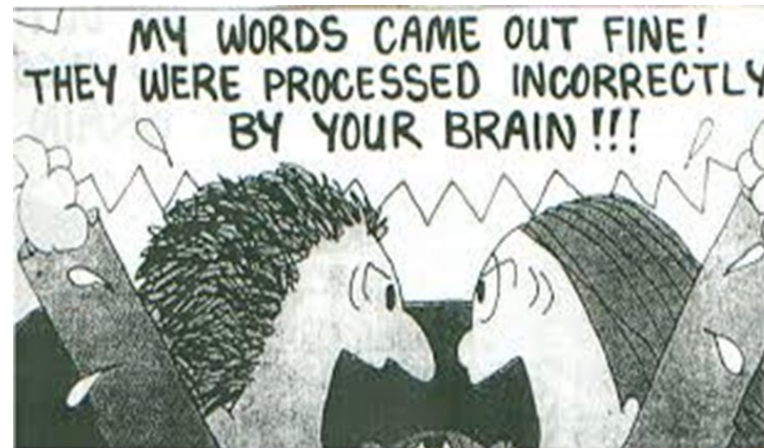
Just because you said it, saw it, sent it, or asked it ...

- Was the message interpreted correctly by intended recipient?
- When was the message received by the intended recipient?
- Was it understood in the way you intended?

Instructor: Welcome to salsa class! Who's ready to learn how to dance?

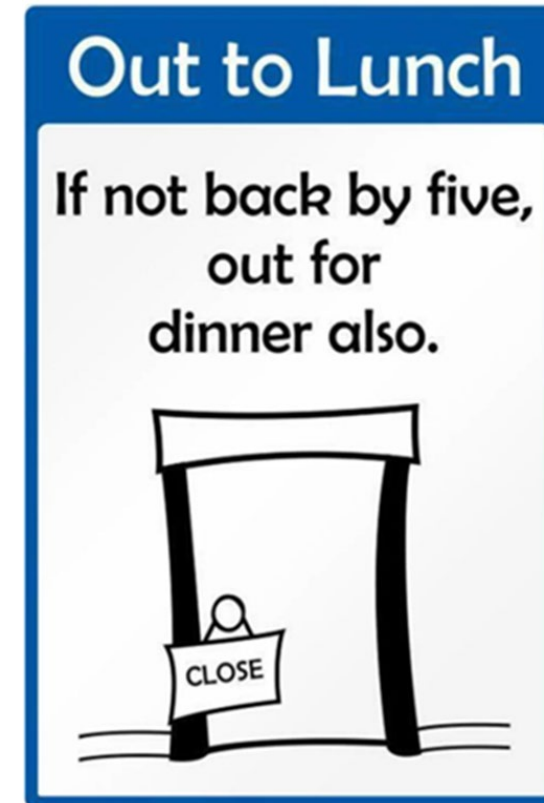
Me, hiding a bag of tortilla chips:
There's been a misunderstanding.

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How are we communicating and sharing information at work?

- Physical presence or being
- Email
- Phone call
- Text message
- Instant message
- Voice message
- In-person
- Virtual meetings
- Relayed message
- Delayed message
- Sign on the door or the desk



How are we communicating and sharing information?

Email

- Consider your tone (use of punctuation)
- Consider the content (would you say the same thing in person)
- Consider the possibility of it shared widely
- Consider the electronic footprint
- Consider the nature of issue

**DON'T YOU
TYPE AT
ME IN THAT
TONE OF
VOICE.**

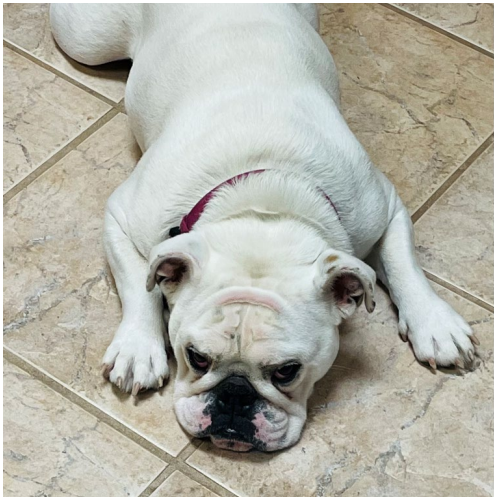
Let's eat grandpa.
Let's eat, grandpa.

**Correct punctuation can
save a person's life.**

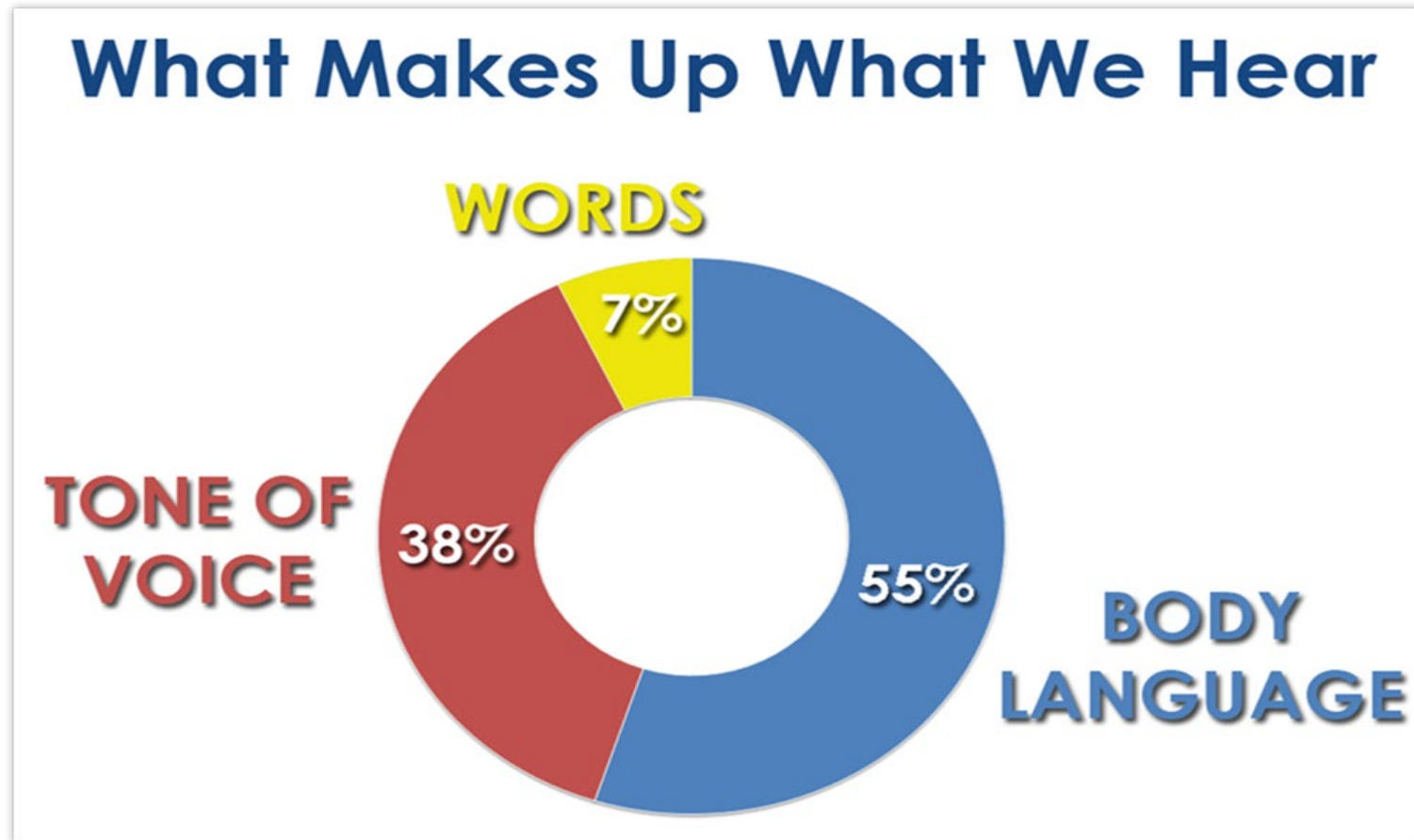
Challenges of communication in today's work environment

- Virtual meetings
- Time zone differences
- Different tours of duty
- Increased volume of email
- Email vs. conversation
- Interpretation of email tone
- Response delay





Interpersonal Communication



Interpersonal Communication

- Avoidance doesn't make the problem go away
- People need to feel they have been respected and heard
- It is OK to say "NO"
- People need to believe their questions have been answered, *OR* confident that they will receive a timely response

Interpersonal Communication

TACT IS
THE ART OF
MAKING A POINT
WITHOUT MAKING
AN ENEMY.

Isaac Newton

“The two words 'information' and 'communication' are often used interchangeably, but they signify quite different things.

**Information is giving out;
communication is getting through.”**

Sydney J. Harris

Interpersonal Communication

- A person's perception *is* their reality
- People act and react according to *their* reality
- People are often upset at the situation or circumstance
- If/when the answer is NO, make sure the person understands the reason why

**"Please" and
"Thank You"
costs
nothing but it
does go a
long way.**

Emotional Intelligence

The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically

Do you know how to deal with your emotions?

Do you know how to read and react to the feelings of others?

Emotional Intelligence



Increasing Emotional Intelligence

HOW TO INCREASE EMOTIONAL INTELLIGENCE

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1. Utilize an assertive style of communicating.
2. Respond instead of reacting to conflict.
3. Utilize active listening skills.
4. Be motivated.
5. Practice ways to maintain a positive attitude.
6. Practice self-awareness.
7. Take critique well.
8. Empathize with others.
9. Utilize leadership skills.
10. Be approachable and sociable.



SOURCE: INC.COM



Questions?

