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Creating a more just and inclusive society.

Positive Communication Skill Building

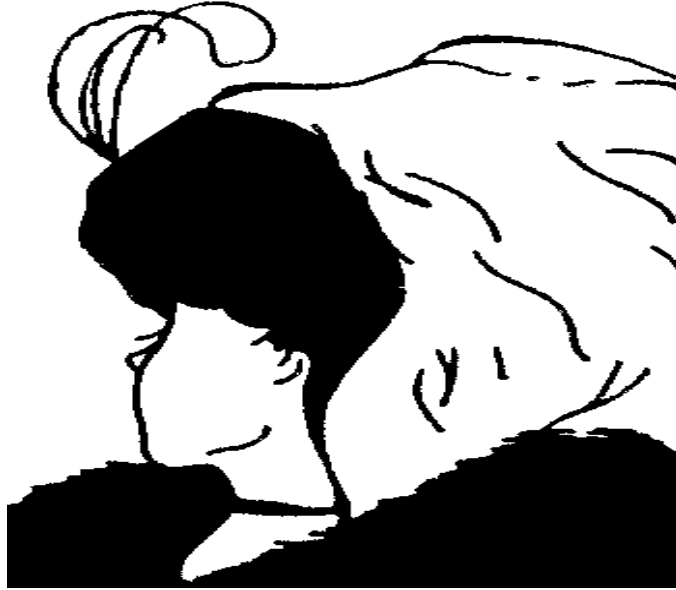
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What are some of the most significant lenses that build your Frame of Reference?

How do your significant frames impact your work?

What is a lens that brings you confidence and a lens that feels challenging?



Positive Communication:

Decreasing defensiveness to open up the opportunity for productive dialogue.

Prerequisites: Emotional Intelligence Skills

- **Self-Awareness:** a basic understanding of how we feel and why we feel that way.
- **Self Control:** the ability to keep your disruptive emotions and impulses in check to maintain your effectiveness under stressful or even hostile conditions.
* **Healthy Outlets for Stress.**
- **Self Motivation:** the ability to drive oneself to take initiative and action to pursue goals and complete tasks.

Notes:

Positive Communication Skill-Building

Overall Goal: Decreasing defensiveness to open up the opportunity for productive dialogue.

1) Non-Verbal Communication:

- Interpreting
- Portraying
- Exercise: partner exercise
- Successes; Challenges; Barriers; What ifs and scenarios?

2) Listening to Understand (the story from their perspective)

- Reflective listening and prompts
- Clarifying questions; specific and open-ended
- The 'why' question
- YOU!
- Hypothesizing
- Acknowledge contributions
- Acknowledge the other person's feelings and challenges
- **Acknowledgement and recognition don't necessarily mean Agreement**

- Successes; Challenges; Barriers What ifs and Scenario Dilemmas?

3) Speaking to be Understood:

- Share your viewpoint, experience, feelings, and contributions.
- Use I statements, respect, and diplomacy.
- The 'why' question
- YOU!
- Acknowledge contributions
- Acknowledge the other person's feelings and challenges
- Clear and explicit expectations, needs, and wants

- Successes; Challenges; Barriers, Scenario Dilemmas?

- **STOPPING THE BEHAVIOR:**

(separating the person from the behavior and asking for an immediate change in their behavior.)

1. **Identify the issue/behavior**
 - Separate the person from the action
2. **Articulate the personal impact**
 - Use “I” statements
3. **Ask for what you would like to be different**

What works well for me, and when?

Goals: