

# Communicating

With Impact and Empathy



# Before We Begin Acknowledging the Land

We acknowledge that the FNWD serves within the ancestral, traditional and unceded territory of the K<sup>w</sup>ik<sup>w</sup>əłəm (Kwkwetlem), Qiqéyt (Key-Kayt) and Coast Salish Nations.

# Communication With Impact and Empathy



# Agenda

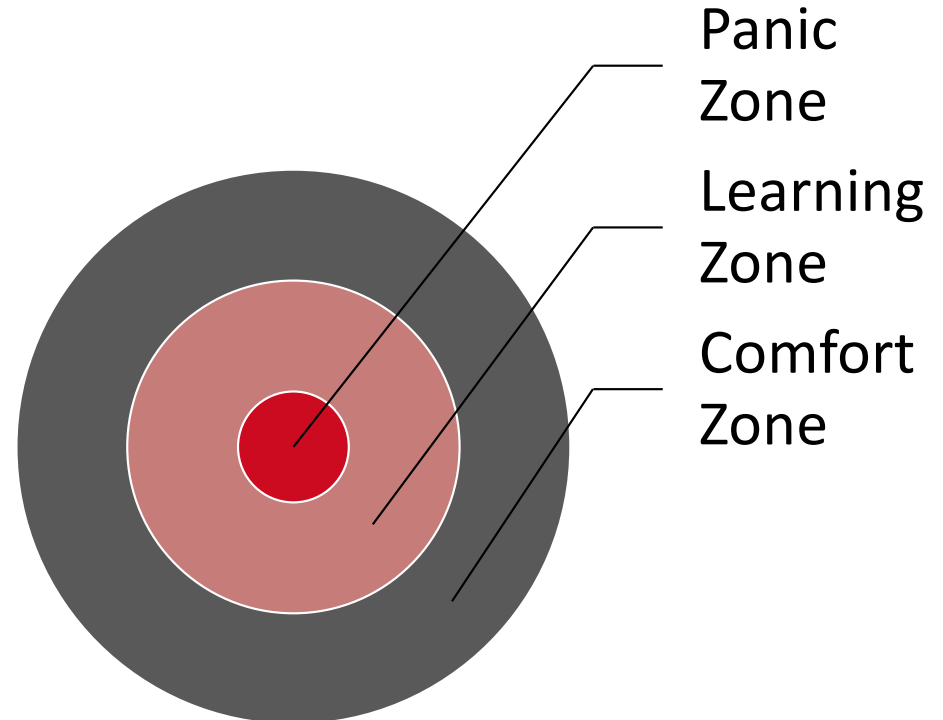
- Identify personal communication hot buttons and/triggers
- Explore the importance of tone, recognizing escalating language and de-personalization to empathic and impactful communication
- Develop advanced listening skill including effective questions and paraphrasing



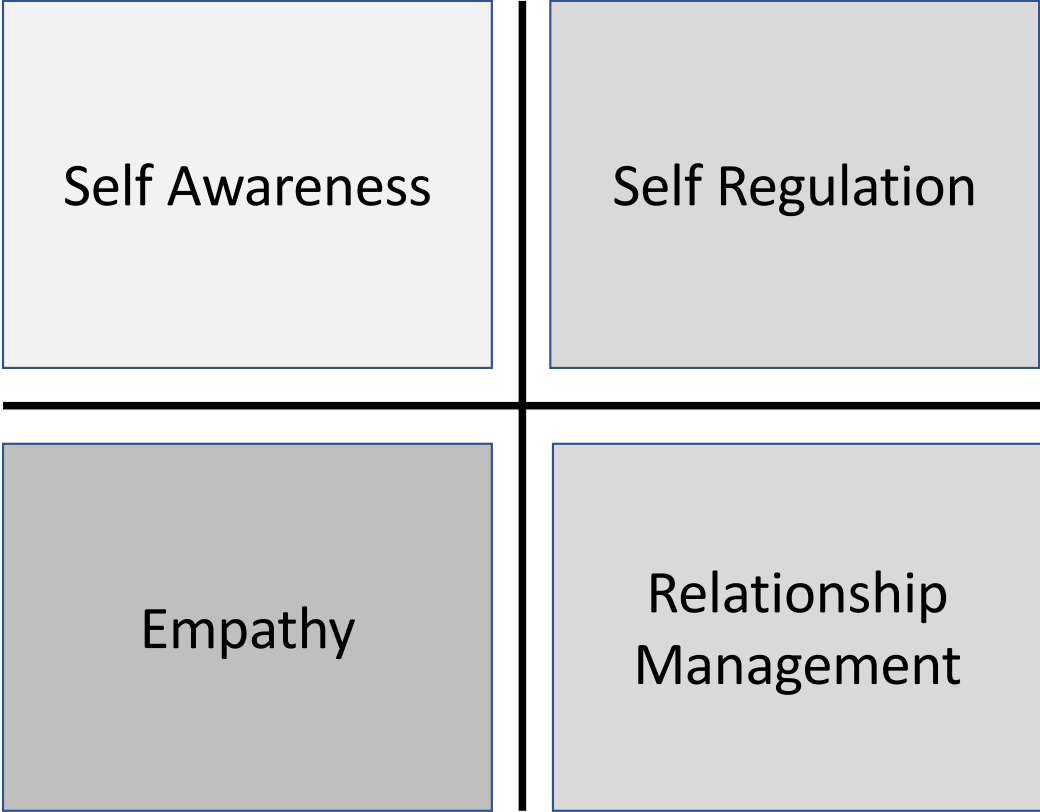


# Agreements

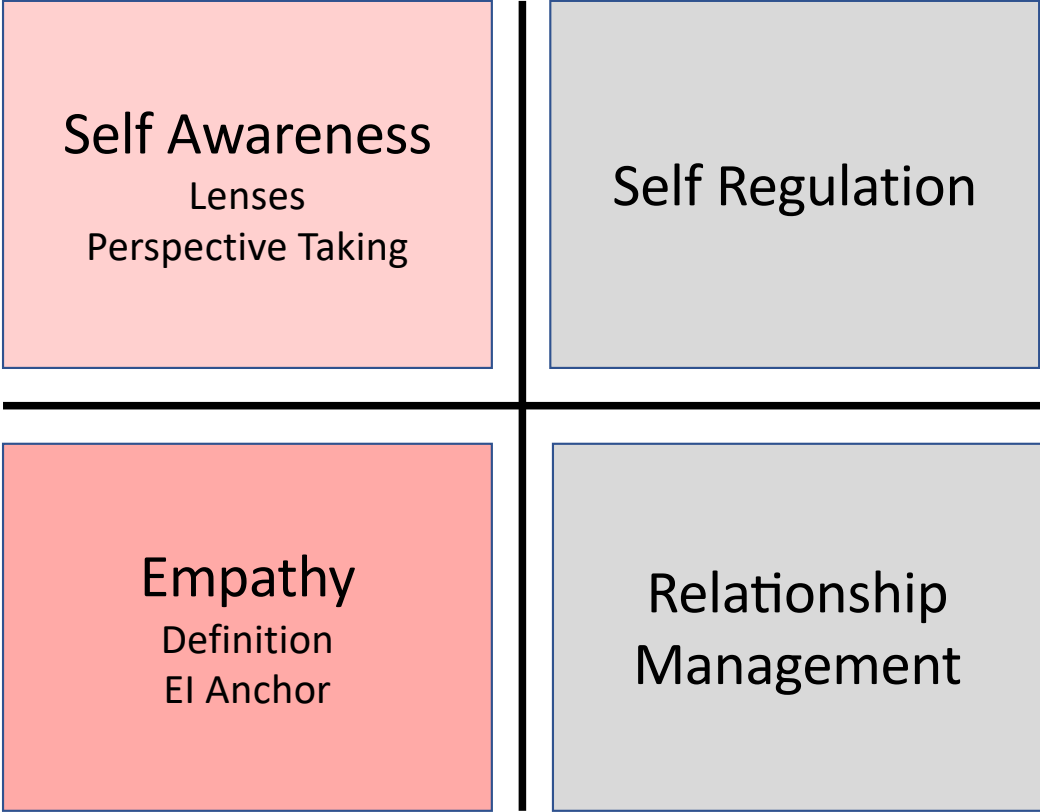
- We are all in different places
- Confidentiality
- Approach with curiosity
- Mistakes are to be celebrated



# Emotional Intelligence



# Emotional Intelligence



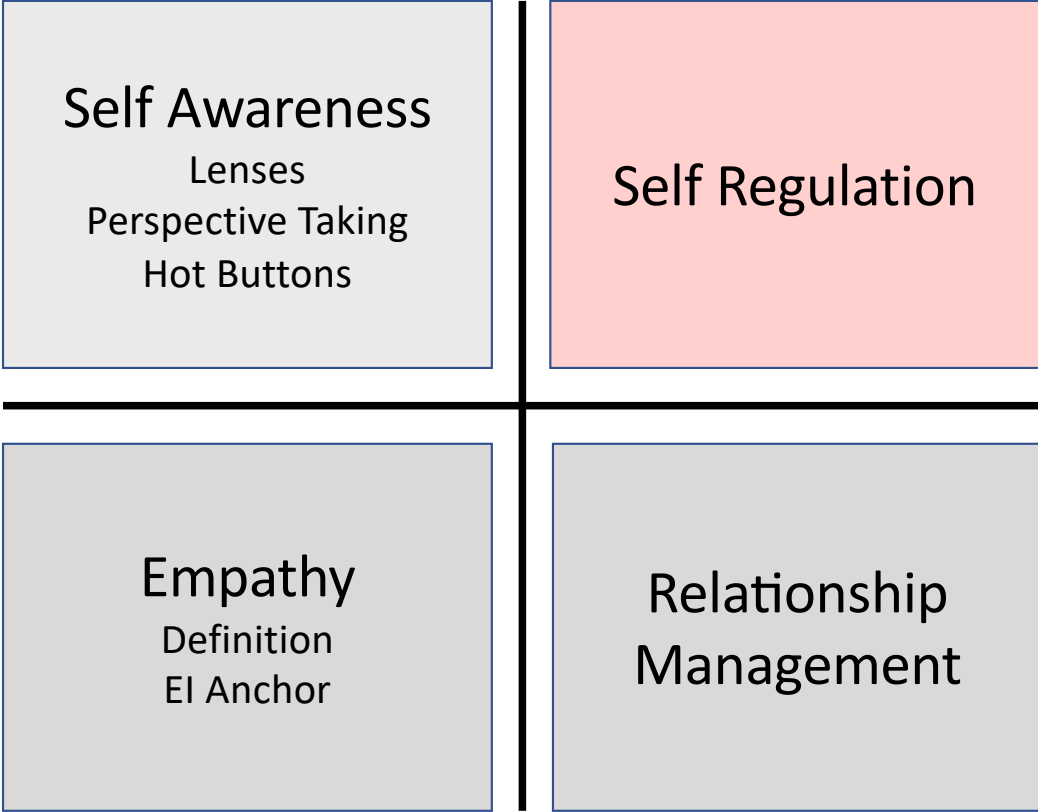


# Hot Buttons

What happens that gets in the way  
of me communicating at my best?

What are your hot buttons at work?

# Emotional Intelligence



# Mindful Noticing

- Drop your tongue from the roof of your mouth
- Relax your shoulders
- Focus on your breathing
- Break eye contact

# What Helps Us Self Regulate

- Mindful noticing
- Take notes
- Channel the calmest person you know
- Build in delay time

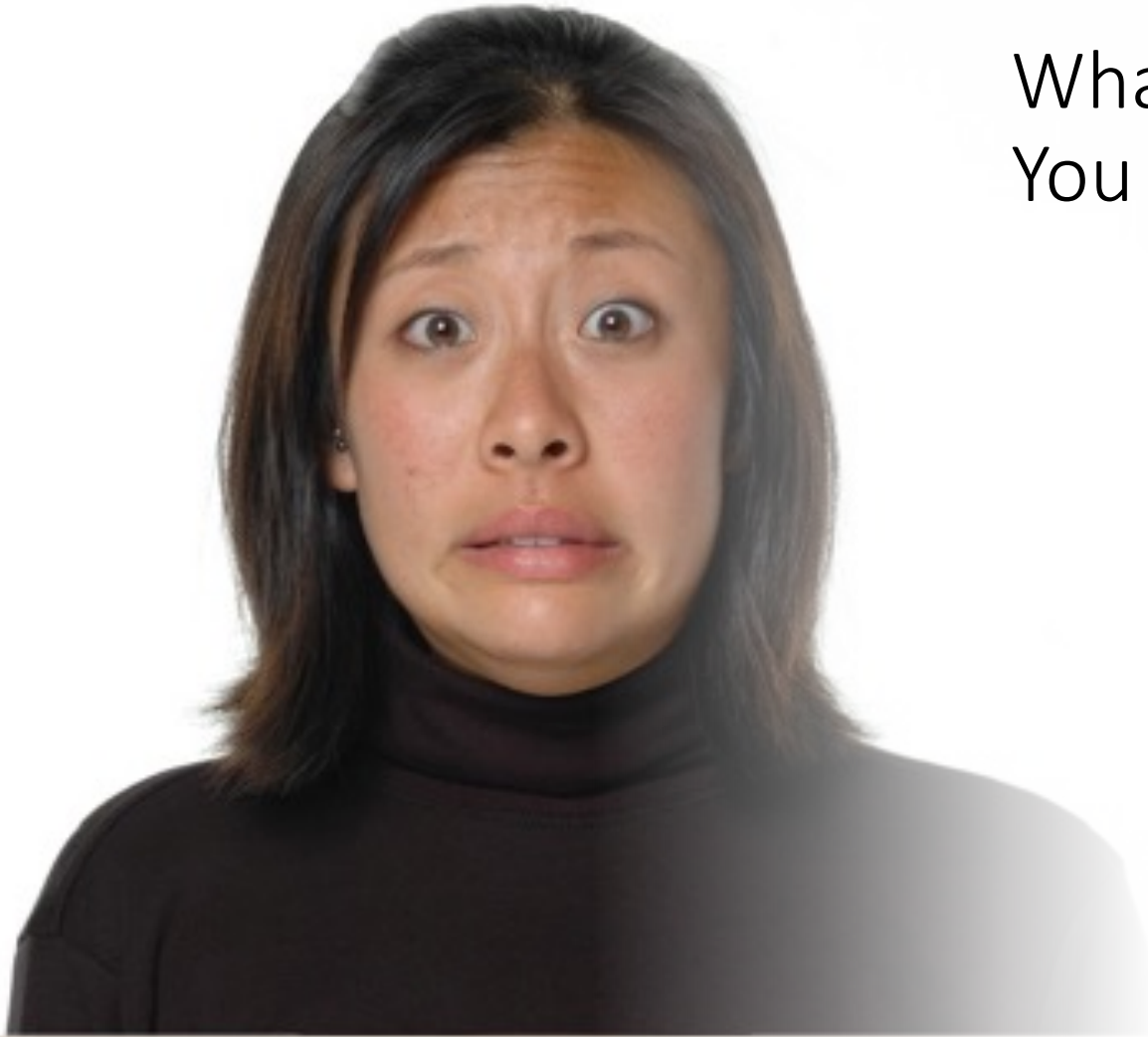
# Emotions

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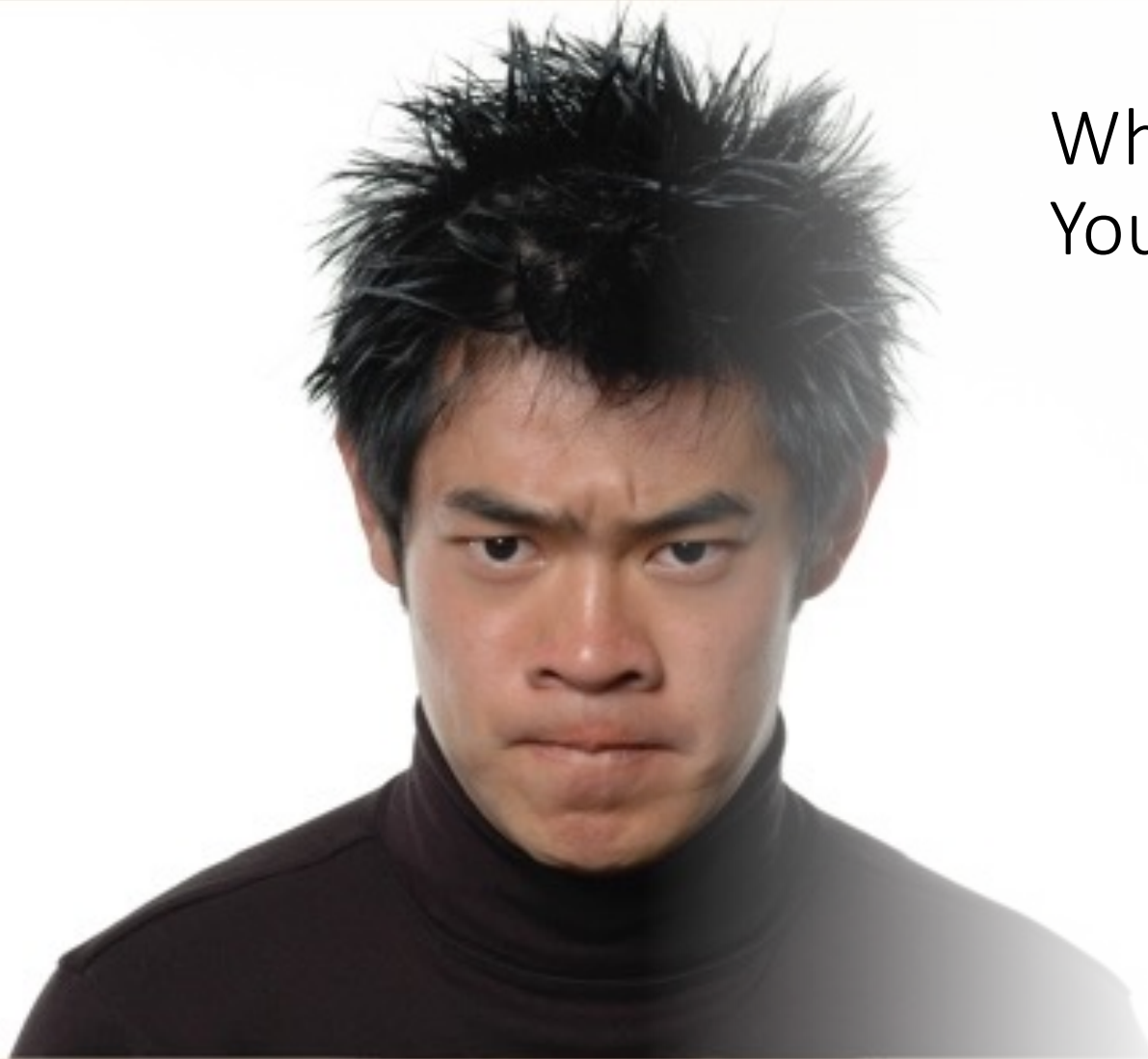
Recognizing The Emotions of Others and the Messages We Are Sending



What Emotion Do  
You See?



[https://greatergood.berkeley.edu/quizzes/ei\\_quiz](https://greatergood.berkeley.edu/quizzes/ei_quiz)



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Think a Different Thought

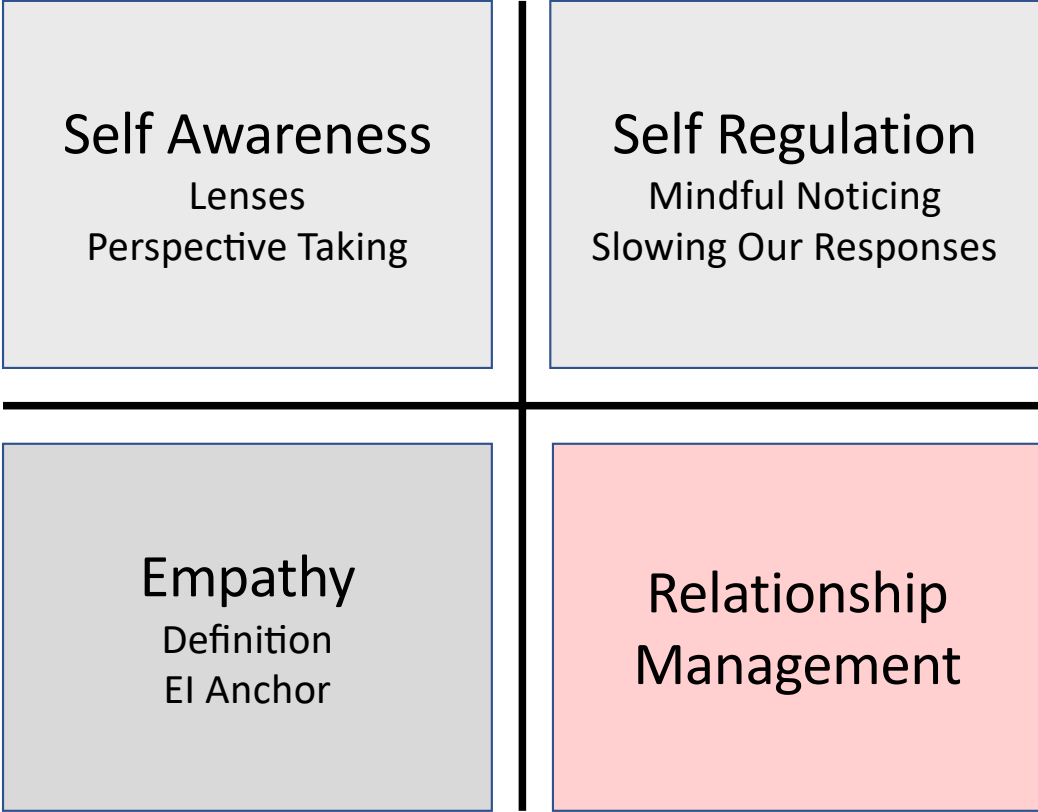
Feel a Different Emotion

# 5 Innocent Reasons

“You walk past a co-worker in the hallway and say hello...they don't respond”

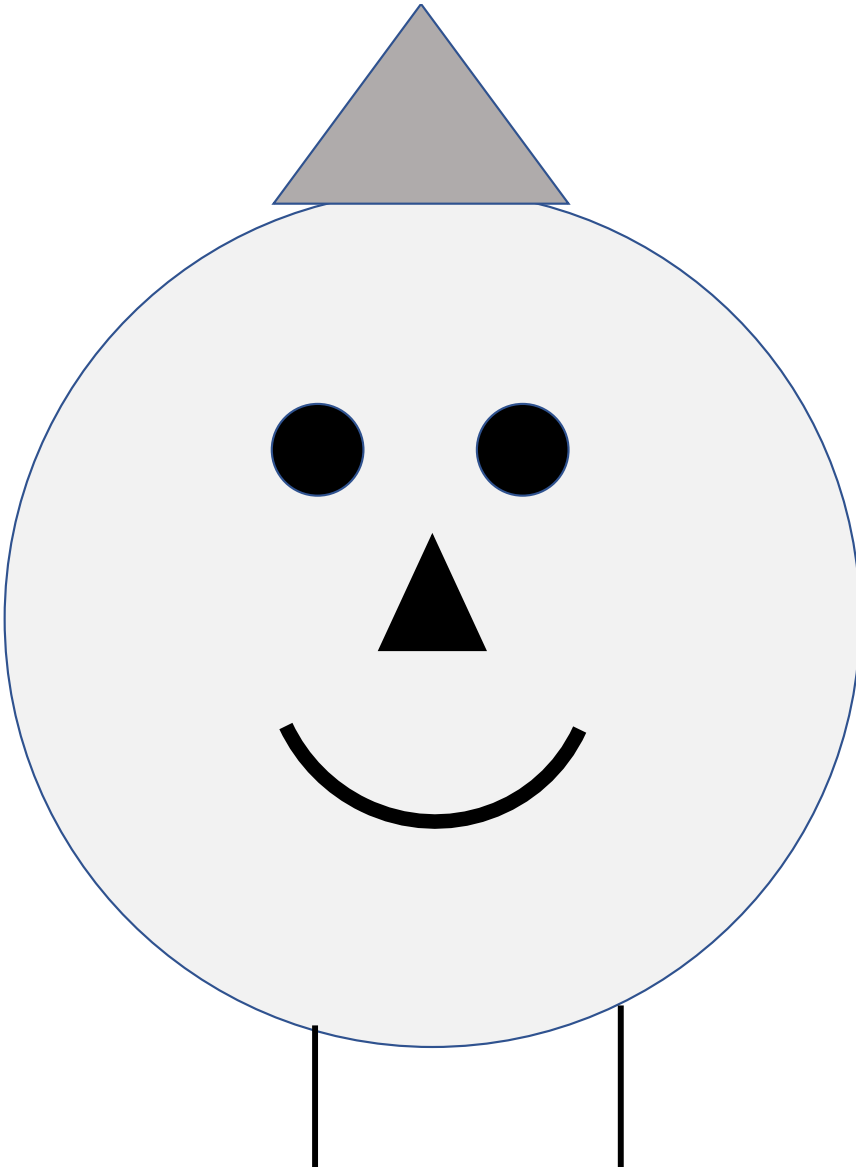
At your table – brainstorm 5 innocent reasons that your co-worker behaved in this way.

# Emotional Intelligence





Let's Try Something



# Listening is an invisible skill

It's not flashy, it doesn't announce itself, but it can be your secret weapon.

# Listening

- Listening requires listening for more than content. We listen for emotion, non-verbal messages... what's unsaid.
- Listening requires us to stay out of judgement and listen to understand rather than with the intent to respond.
- Listening is an active exercise and includes paraphrasing.
- Paraphrasing allows us to check understanding and validate the other person's ideas and feelings.

# Questioning

- Good questions are...
  - Short
  - Open ended

What do you see as the next steps?

What is it that you'd like to see accomplished?

What are your expectations?

How do you see this happening?

Can you help me understand that a little better?

What concerns do you have?

What's changed since we last talked?

What other items should we discuss?

# What is the Best Thing You've Ever Done For Yourself?

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Turn and ask your neighbor

# Paraphrasing

- Is our ability to check our understanding of what we've heard
- Requires us to paraphrase both content and emotion
- Let's the other person know they've been heard

So, if your co-  
worker says...

“I had a whole list of things to accomplish when I returned to the office. These things are really important to me and would really help me when I’m working on future projects. However, every time I turn around someone gives me a little project to work on instead. Frankly, I think some of these are make-work projects.”

# Demonstrating Our Listening

## How Do People Know When You've Zoned Out?

- Sit Up
- Lean in
- Make Eye Contact
- Slowly Nod
- Relax your eyebrows and aim for a 20% smile
- Tune into others body language
- Focus... remain conscious of noise
- Silence is OK



# Speaking

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The Words We Say

# Describing Judging Assuming

- You are obviously angry that Bob interrupted what you were saying in the meeting.
- I am noticing that you are raising your voice while we are talking, and I am finding that hard to listen to.
- Everyone was really upset when you said we were going to change our hours.
- You don't seem too committed to teamwork. Others find you hard to approach. You may want to consider thinking about how you impact others.
- You should not have intervened between Brad and John in the staff room. It was unprofessional.
- Yesterday you told me to go ahead with the new training process. Today you are telling me not to go ahead because you have concerns about the process. I am confused as to what you are looking for.

# As We Speak

- Balancing Empathy and Accountability
- Use I/We Statements
- Express Our Feelings with Vulnerability
- Replace Definitive Statements With Tentative Statements
- Trivializing
  - No “Calm Down”
  - You are being a ridiculous
  - Well, let me tell you about...

# As We Speak

- Watch Escalating Language
  - Always/Never
  - You Should...
  - Don't take this personally...  
but...
- Tone of Voice
- Stay depersonalized and future-focused

<b>Personalized</b>	<b>Depersonalized</b>
“You and the rest of team have caused a lot of trouble with your new policy.”	“This new policy feels very threatening. I would like to get an agreement on how we can implement it.”
<b>Negative, past focus</b>	<b>Positive, future focus</b>
“I don’t want to work as a team on this project.”	“I’d like to discuss our respective roles on the team before we start working on the next project.”
OR	OR
“I don’t want to work with you on this project.”	“I need a clear definition of each of our roles this time, because I experienced a lot of duplication the last time we worked together.”

A black-outlined speech bubble with rounded corners and a tail pointing downwards. The text "Why would you suggest that?" is centered inside the bubble.

Why would you suggest that?

~~Why would you suggest that?~~

Thanks for sharing that idea.

A black-outlined speech bubble with rounded corners and a tail pointing downwards. The text "So You're Fine With People Waiting?" is centered inside the bubble.

So You're Fine With People Waiting?



~~So You're Fine With People Waiting?~~

Can you Share More About Your Ideas to  
Manage the Patients?



So, That Happens to Everyone.

~~So, That Happens to Everyone.~~

I'm Sure That Was Really Frustrating.



No, It's Like This.

~~No, It's Like This~~

Here's Another Idea

A black-outlined speech bubble with rounded corners and a pointed bottom. The text "You Were Late" is centered inside the bubble.

You Were Late

~~You Were Late~~

I Needed You Back at 1:00 PM

A black-outlined speech bubble with rounded corners and a tail pointing downwards. The text "You're Wrong" is centered inside the bubble.

You're Wrong



~~You're Wrong~~

I See Things Differently

# Emotional Intelligence

## Self Awareness

Lenses  
Perspective Taking  
Recognizing Emotions  
Our Hot buttons

## Self Regulation

Mindful Noticing  
Slowing Our Responses  
Body Language and Tone

## Empathy

Definition  
5 Innocent Reasons  
EI Anchor

## Relationship Management

Listening  
Questioning Paraphrasing  
Escalating Language

# A Reminder on the How

- In person
- On the phone
- Over email
- Over text
- On Zoom



## El Anchor

- Can you tie your anchor and the skill you want to focus on together or come up with a new anchor that can support this focus for you?

# What We Talked About Tonight

- Identify personal communication hot buttons and/triggers
- Explore the importance of tone, recognizing escalating language and de-personalization to empathic and impactful communication
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