

Make Nice In the Comm Center

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The Truth of the Matter Is...

Comm Centers are notorious arenas for:

- Rumor mongering
- Back stabbing
- Underhandedness
- He Said / She Said
- And, Very Simply, Not Getting Along

In Fact, Working in the Comm Center is Like
Playing Childhood Board Games...

Components of Communication

- 1. Verbal** – The actual words we speak
- 2. Non-Verbal** – Eye contact, hand gestures, body posture
- 3. Tone** – How we say something: soft, loud, rapid, slow

Non Verbal Communications

- Emblems
- Illustrators
- Affect Displays
- Regulators
- Proxemic Distances
- Physical Appearance

Emblems

Actions, Signs, Signals,
motions used to communicate
a thought or an intention on a
non-verbal level.

Examples.....?

Emblems - Continued

- Shrugging your shoulders
- Shaking a fist in someone's face.
- Crossing your fingers for “good luck”
- Groups/Gangs have gestures they give to one another to denote connection.

Illustrators

- Shaking your head “yes” or “no.”
- Nodding in approval.
- Pointing to an object about which we are referring to.
- Pounding your fist on the table.

Affect Displays

- Facial Expressions
- Body Posturing

Regulators

- Body movements that control and monitor verbal communication.

Proximal Distances

Personal “Space”

Social “Space”

Public “Space”

Average Distances

Personal distance 1.5 to 4 feet

Social distance 4 to 7 feet

Public distance 12 to 25 feet

Physical Appearance

- Physical appearance is large in scope and includes such dimensions as body shape, body image, and physical attractiveness, clothing, cosmetics, hair and accessories.

Physical Appearance

- Physically attractive people are considered more credible
- Children perceive unattractive children as mean and aggressive

We are better at censoring our words than our actions, so there are...

Inconsistencies in the communication chain...

Communication Barriers

- Making pre-mature comments/evaluations.
- Making too general or excessively firm statements.
- Interrupting others.
- Mishandling being interrupted.
- Talking too much.
- Repeatedly tell others what to do.
- Talking down to people.
- Asking loaded questions.
- Administering punishment through sarcasm.

Communication Barriers

- Placing emphasis on blame.
- Arguing.
- Displaying irritating listening habits.
- Hearing only what we want to hear.
- Ignoring information that conflicts with what we know.
- Differing perceptions.
- Words that mean different things to different people
- Inconsistent, Non-Verbal signals
- Emotional state

Style of Communication

- Aggressive
- Non-Assertive (Passive)
- Assertive

Conflict Management Types and Styles

- Competing
- Accommodating
- Avoiding
- Collaborating
- Compromising

Thanks For Attending Today
Enjoy the Conference

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