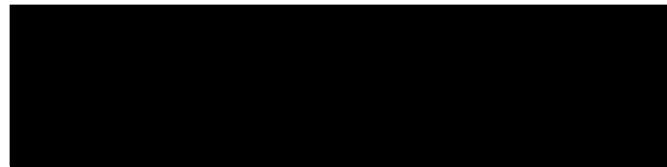


Workplace Communications



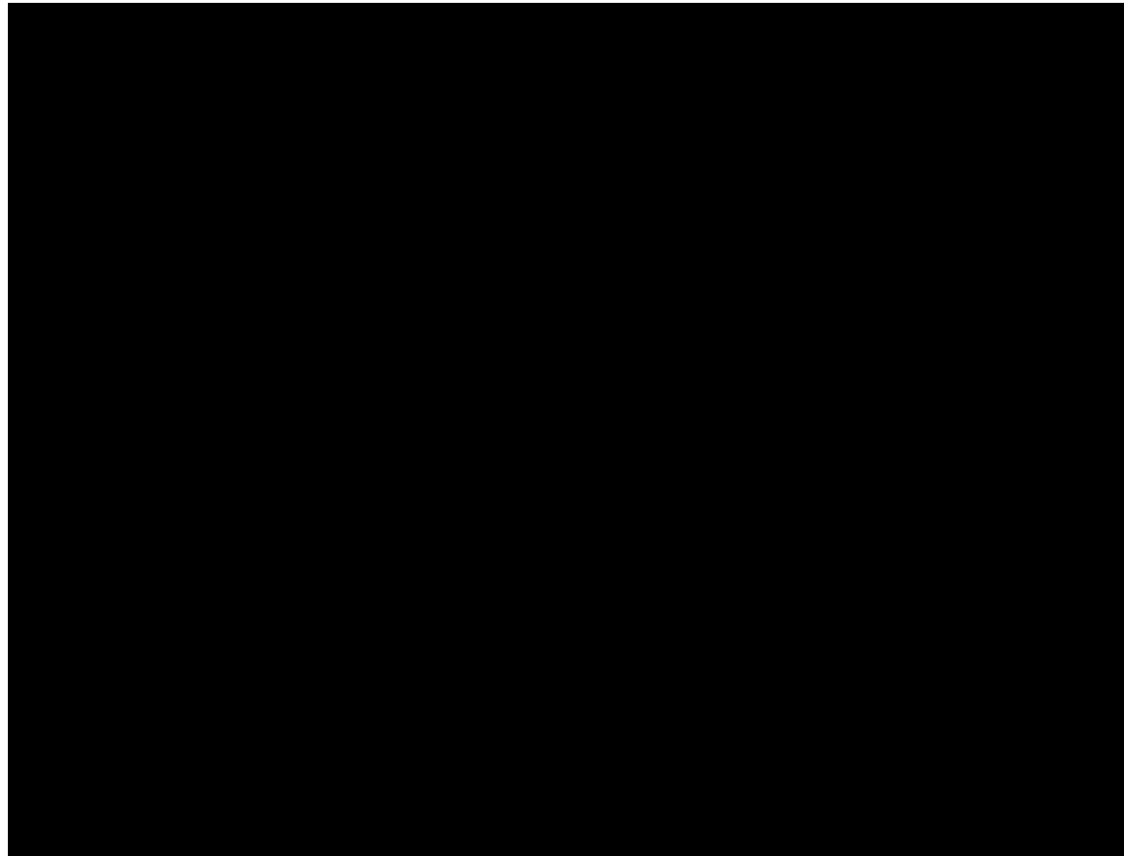
San Jose Police Communications







Training Day



What are we going to cover?



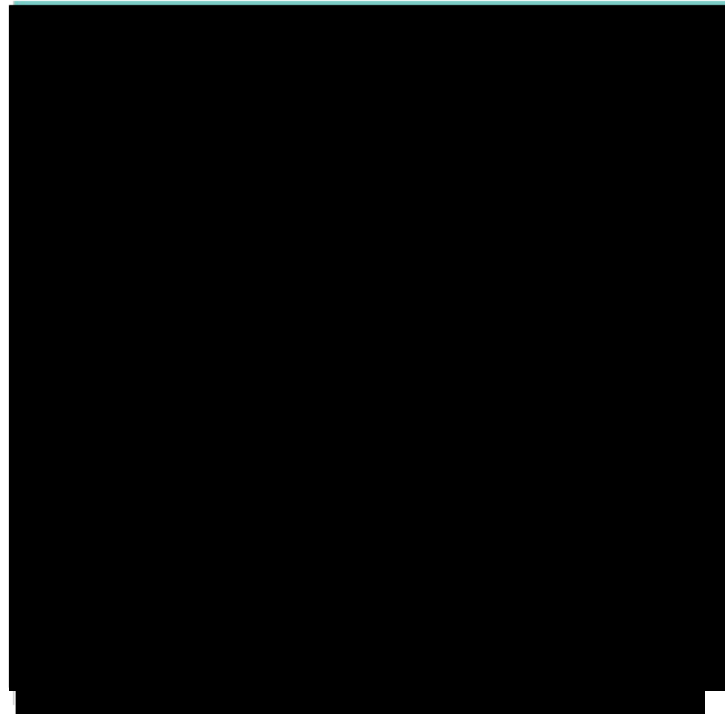
- Definition of Communication
- Communication Cycle
- Forms of Communication
 - Verbal
 - Non-Verbal
 - Written
- Effective Communication
 - Active Listening
 - Recognizing Barriers
 - Two-way communication
 - Feedback



What is Communication?



The clear exchange of ideas and information



A process by which information is exchanged between individuals through a common system of symbols, signs, or behavior

Why should we develop excellent Interpersonal Communication Skills?



- ❖ Career satisfaction and success
- ❖ Better relationships
 - Personally
 - Professionally
- ❖ Improved health
- ❖ Liability
 - Personally
 - Professionally

WHAT ARE THE FIVE COMMUNICATION COMPONENTS?

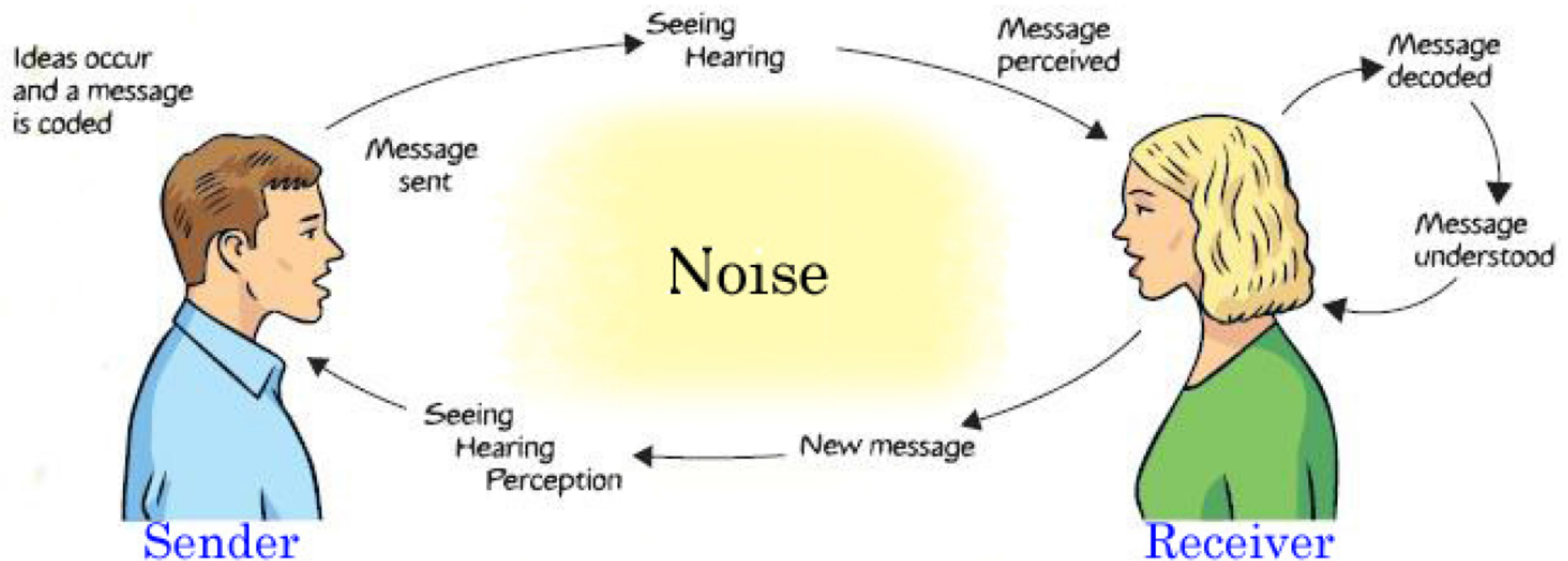


FEEDBACK RECEIVER MEDIUM MESSAGE SENDER

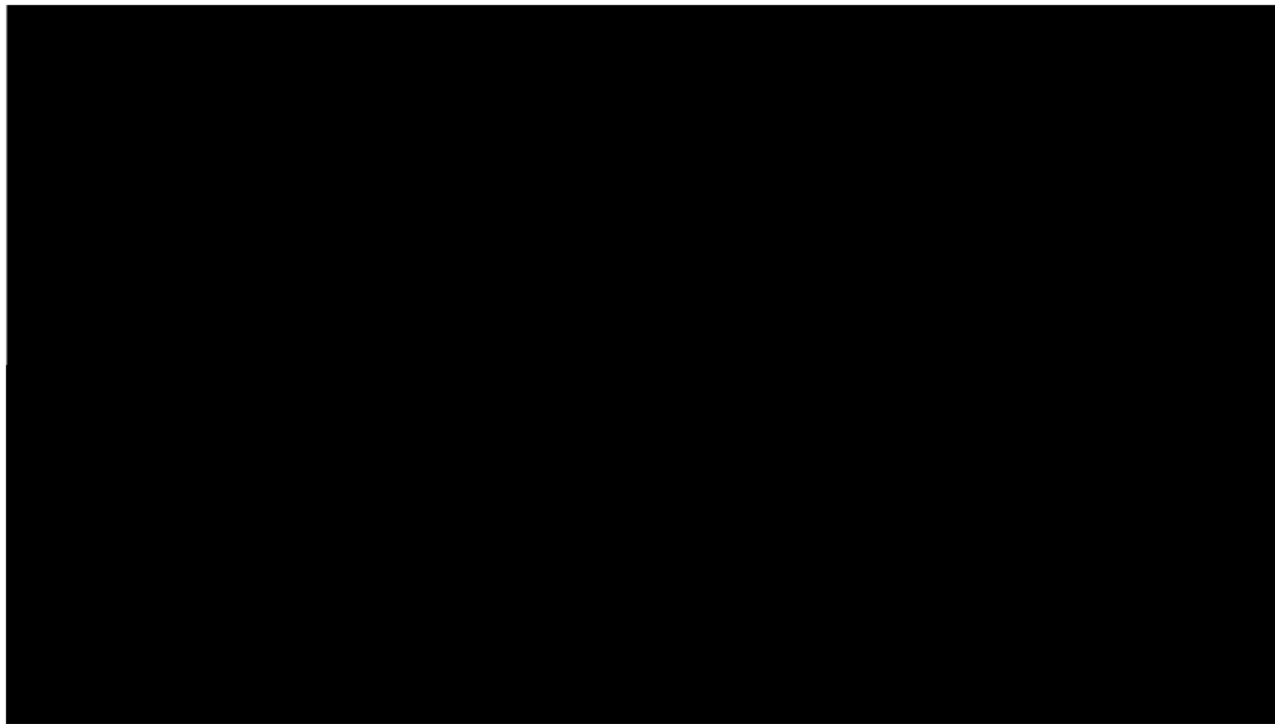
Communication Cycle



- Sender forms idea into **message**
- Message transmitted in a verbal, non-verbal, or combined form
- Message transmitted via face-to-face, phone, or e-mail
 - Message may be lost during transmission
- Receiver decodes message



Despicable Me: Verbal Communication





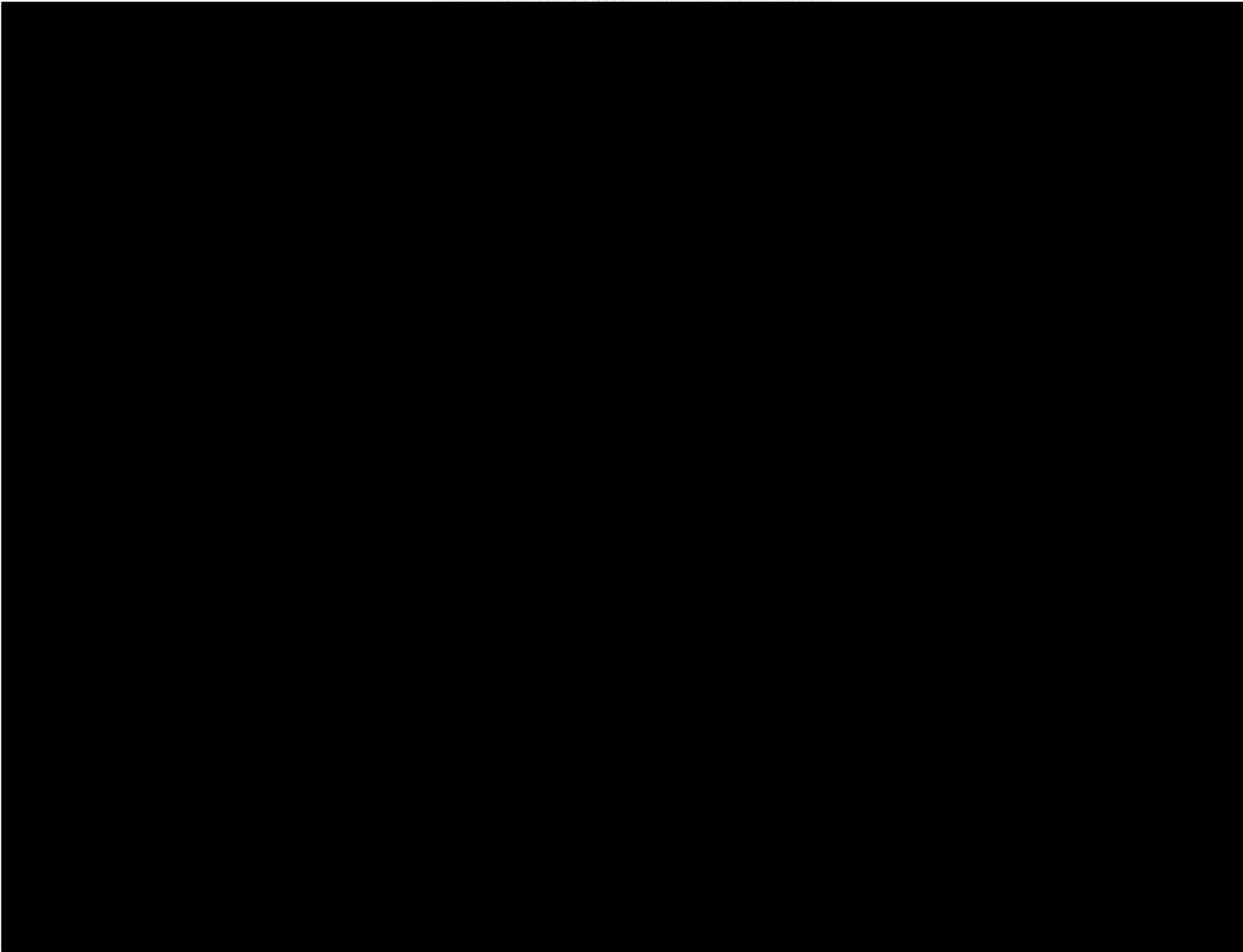
Verbal Communication

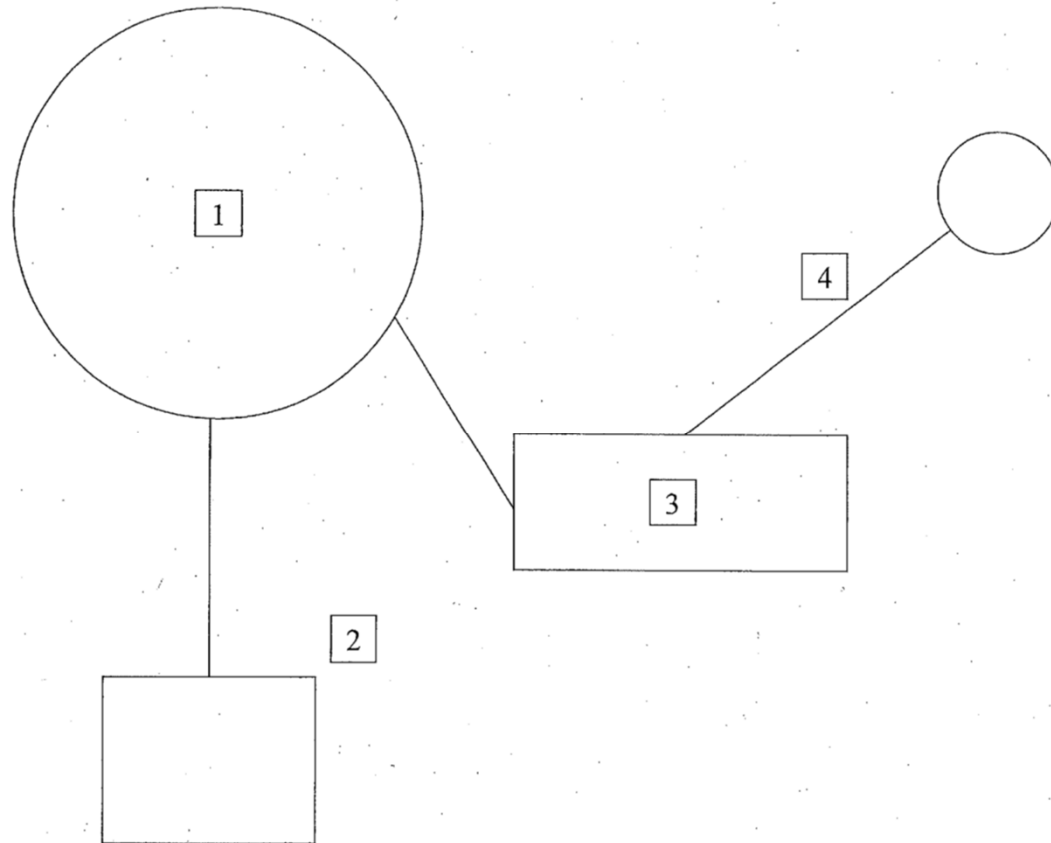
- Words vs. Tone used
- Vocabulary
- Try not to use fillers (Uhs, and, Um, you know)
- Clear & concise directions/instructions





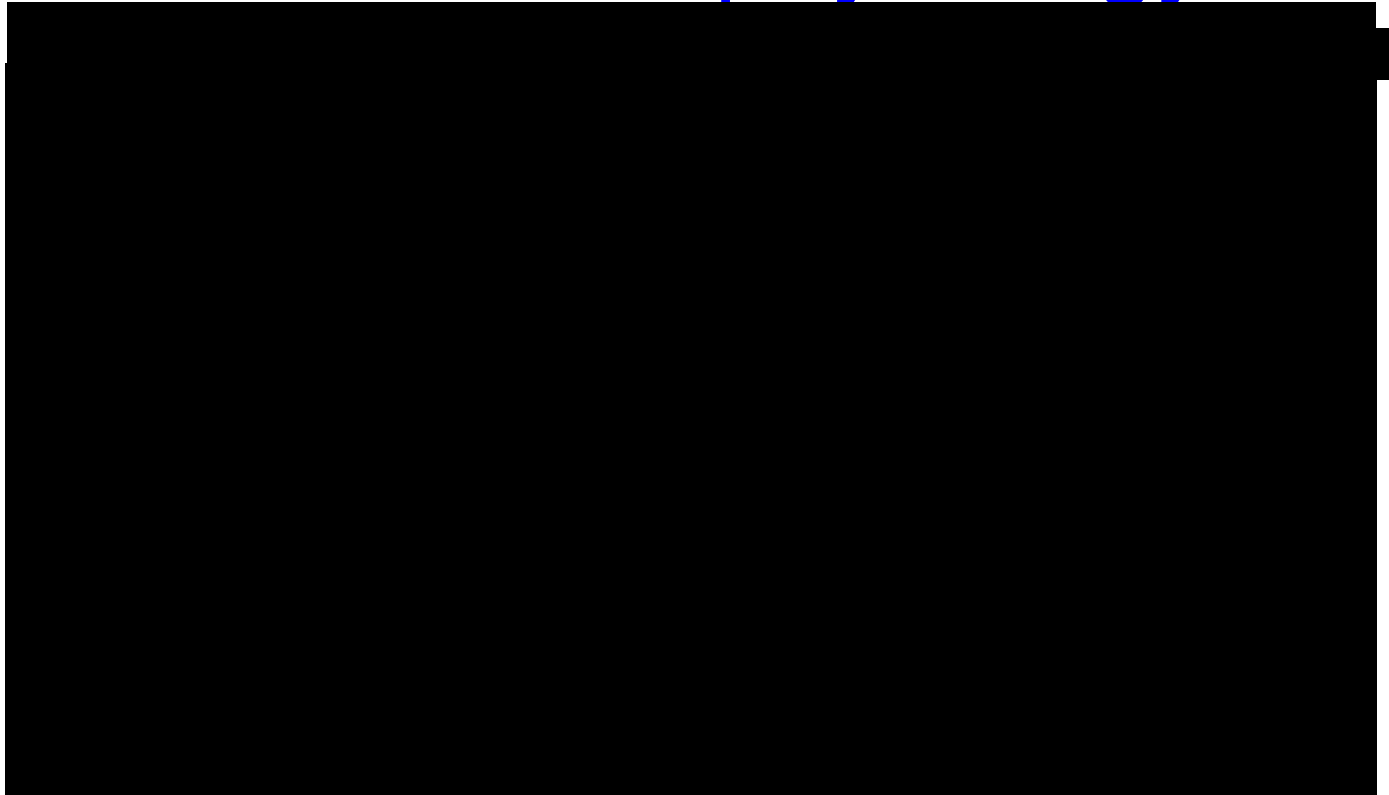
COMMUNICATION STYLES



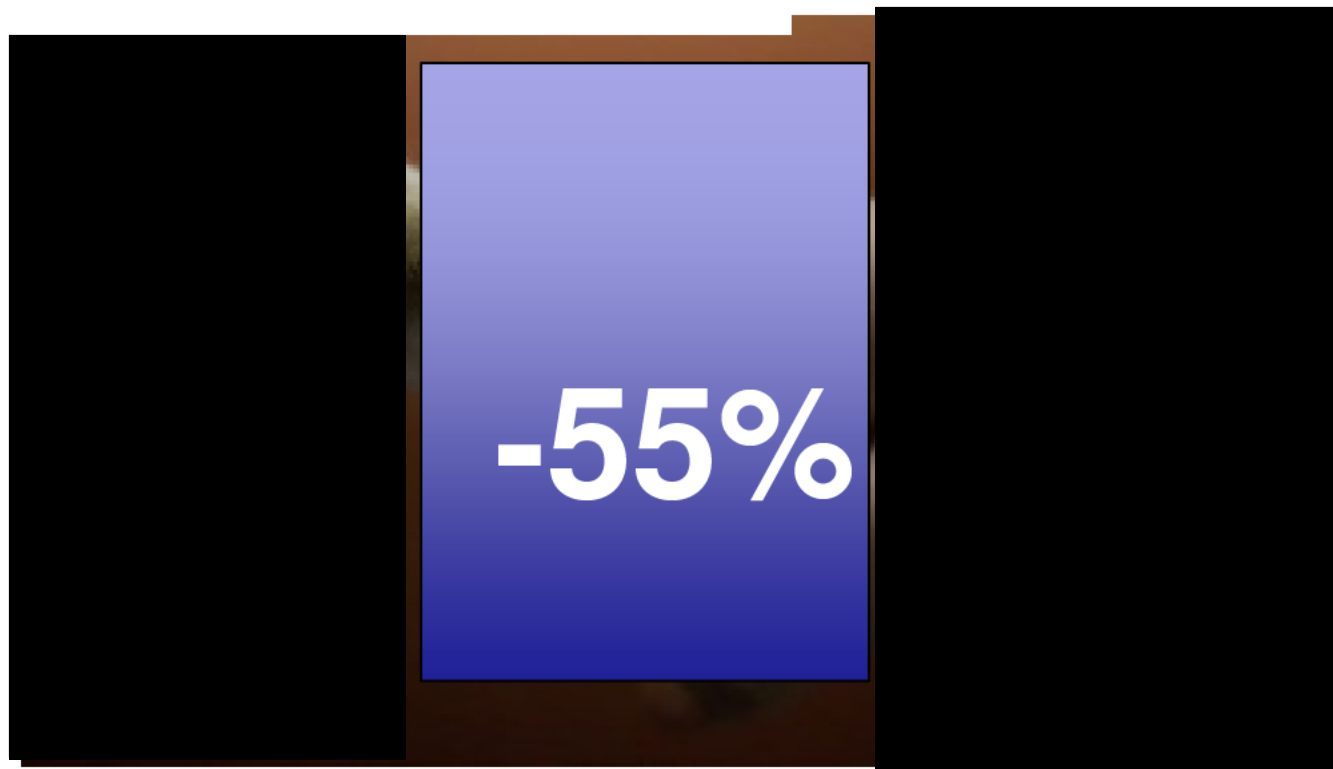




- The way we communicate
- 7% words
- 38% voice/tone
- 55% non verbal/physiology



Since we only deal with Citizens and the phone
and officers over the radio, we automatically
lose 55% of our communication abilities



Evaluating Non-Verbal Communication



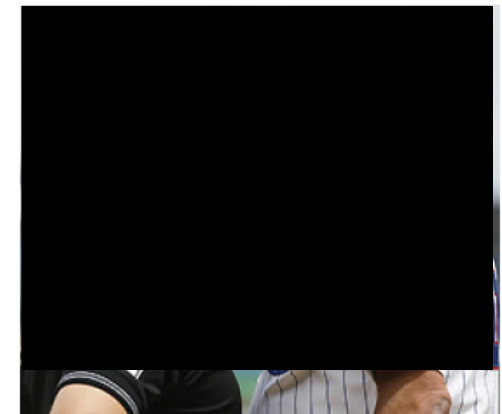
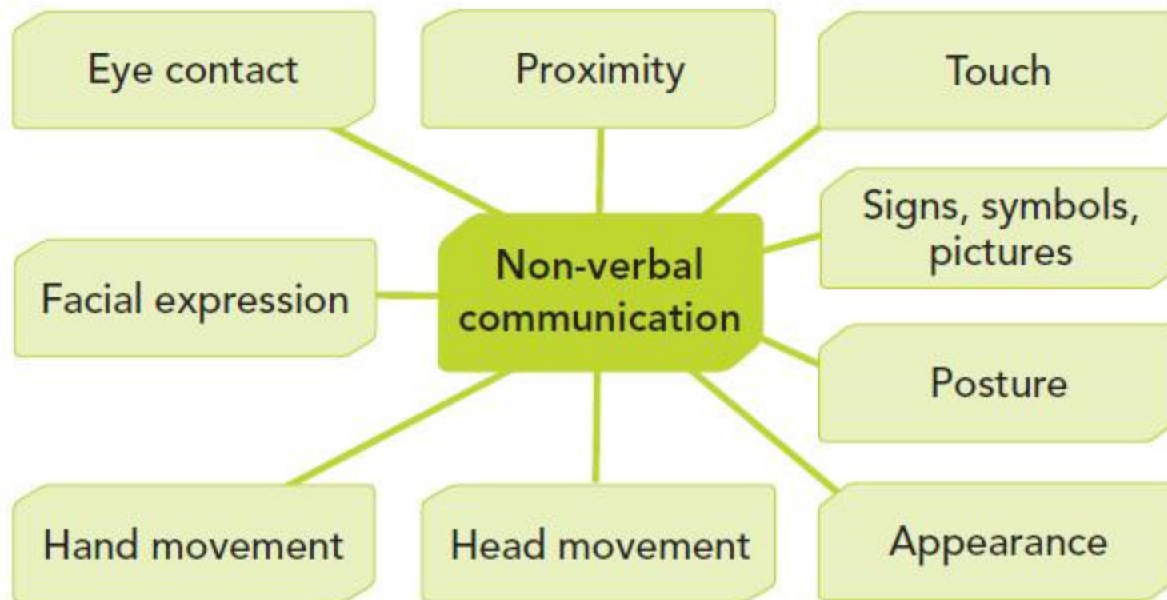
Evaluating nonverbal signals	
Eye contact	Is eye contact being made? If so, is it overly intense or just right?
Facial expression	What is your their showing? Is it masklike and unexpressive, or emotionally present and filled with interest?
Tone of voice	Does their voice project warmth, confidence, and interest, or is it strained and blocked?
Posture and gesture	Are their bodies relaxed or stiff and immobile? Are shoulders tense and raised, or slightly sloped?
Touch	Is there any physical contact? Is it appropriate to the situation? Does it make you feel uncomfortable?
Intensity	Do they seem flat, cool, and disinterested, or over-the-top and melodramatic?
Timing and pace	Is there an easy flow of information back and forth? Do nonverbal responses come too quickly or too slowly?
Sounds	Do you hear sounds that indicate caring or concern?

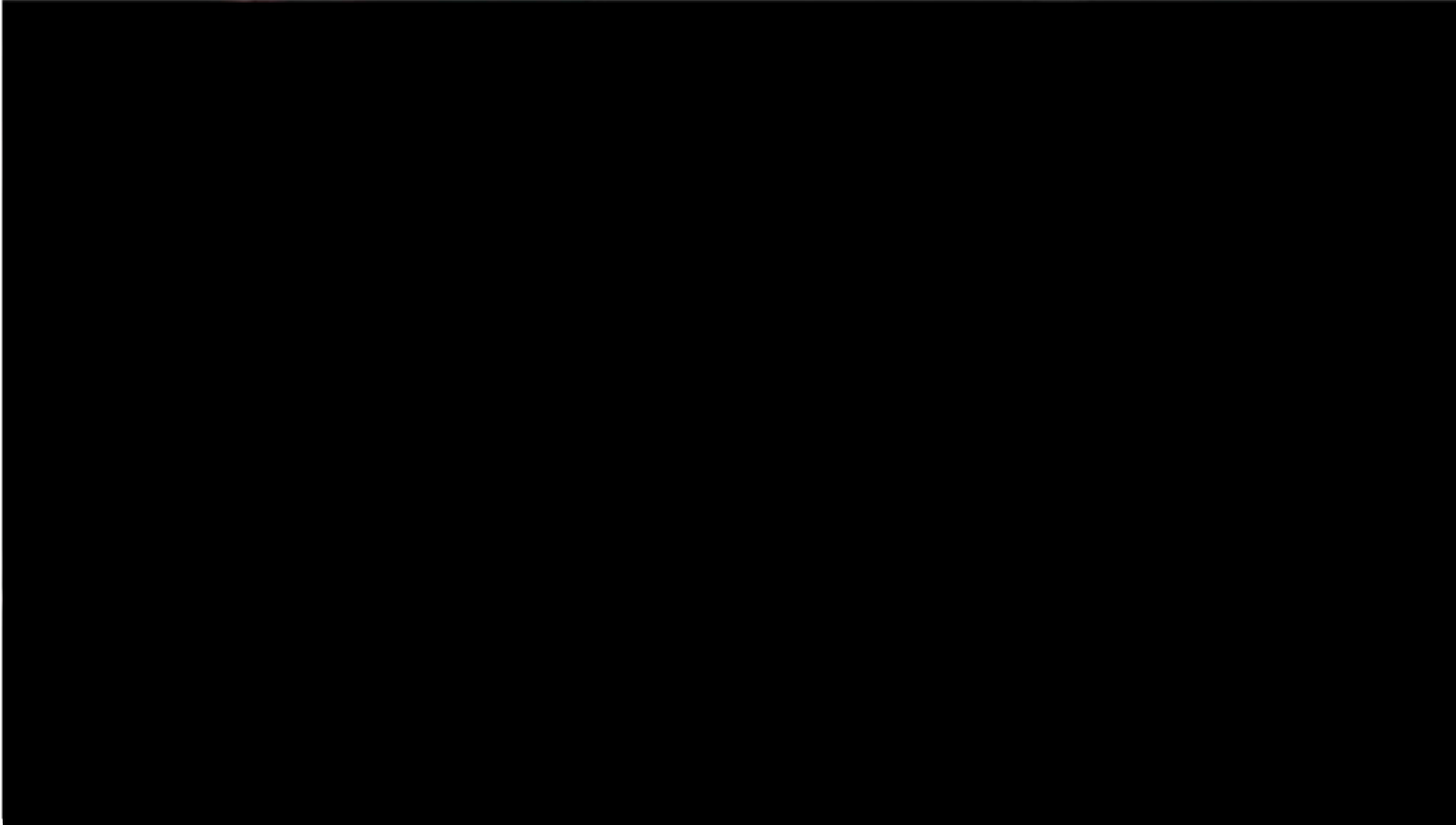
As you continue to pay attention to the nonverbal cues and signals you send and receive, your ability to communicate will improve.

Non-Verbal Communication



- Accounts for 55% of communication





Seek first to understand, then to be understood



- Understand the citizen/officer
- Develop solutions to help you understand the root of the problem
 - Multitasking
 - Listening & Comprehension
 - Other
- **Think outside the box!**





Active/Empathetic Listening Skills



- Is this what you mean when you say?
- This is how I interpret what you are saying...am I correct?
- I'm not sure I understand your meaning.
- Could you be more specific?



SAY
WHAT?
let's break it all the way down





Active Listening

- ❖ To engage in hearing sound
 - To convey interest
 - To keep others talking
 - To show you understand
 - To pull facts together



Review: Elements of Active Listening

- ❖ Suspend judgment
- ❖ Appropriate reaction to the situation
- ❖ Validation
- ❖ Active Listening is HEARING with FOCUS!
- ❖ Self Disclosure (sparingly)
- ❖ Feedback

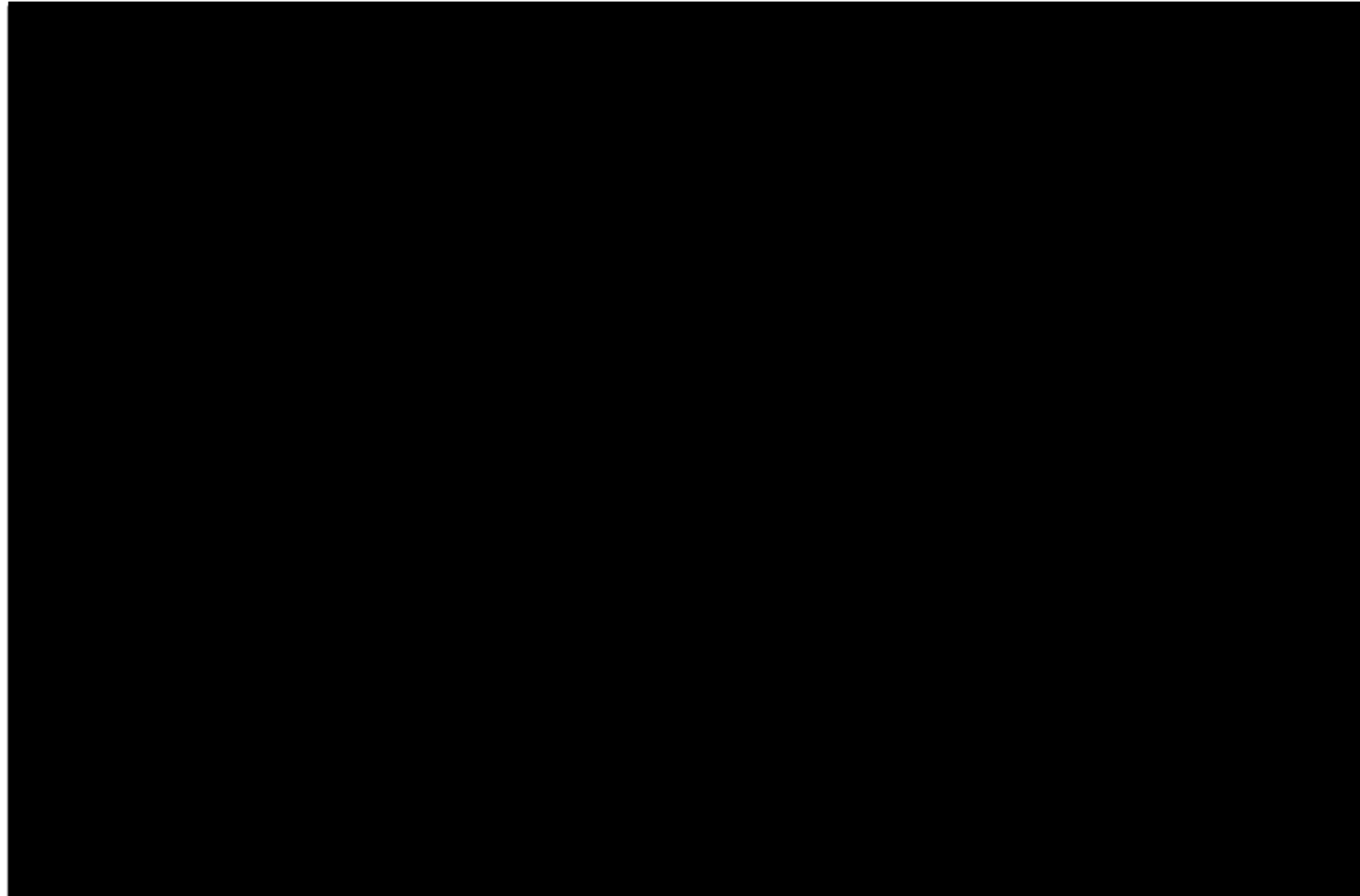


Style of Delivery



- Monitor your Tone
- Avoid arguments
- Permission seeking, but firmly
- Avoid silent gaps
- Avoid using jargon/police terms
- Language Barrier – louder does not equal understanding
- Can caller detect complacency?

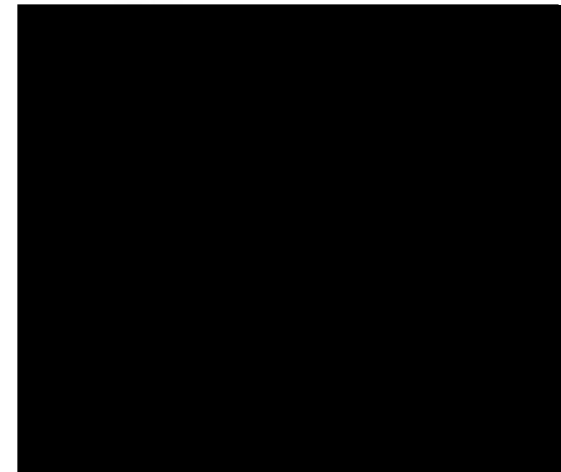
Stand & Deliver: Communication Barriers/Expectations





Recognizing Communication Barriers

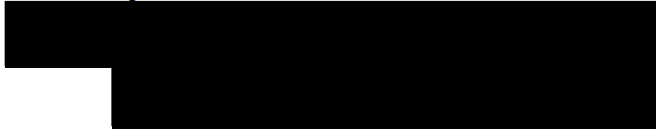
- Communication barrier
 - Makes person less willing to communicate
 - Unnecessarily irritates other person
 - Causes other person to become defensive
- Types of barriers
 - Making premature comments & evaluations
 - Making statements that are too general or excessively firm
 - Interrupting others/Talking too much
 - Arguing/Blaming/Talking down to others/Sarcasm
 - Inconsistent, non-verbal signals
- Ways to overcome barriers
 - Use feedback
 - Encourage receiver to ask questions
 - Acknowledge message
 - Restate message
 - Eliminate provoking behavior



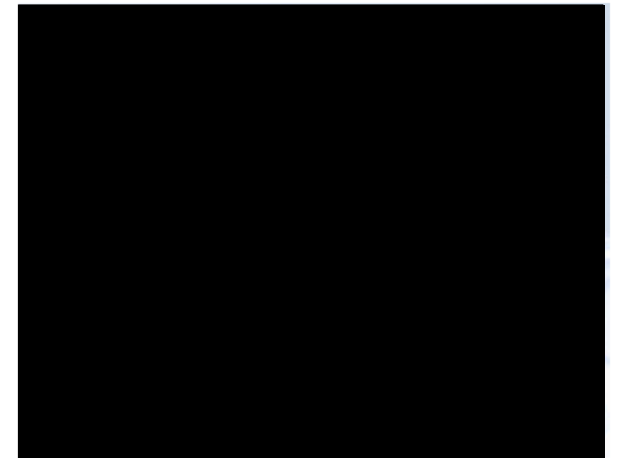
Personalities & Cultural Barriers



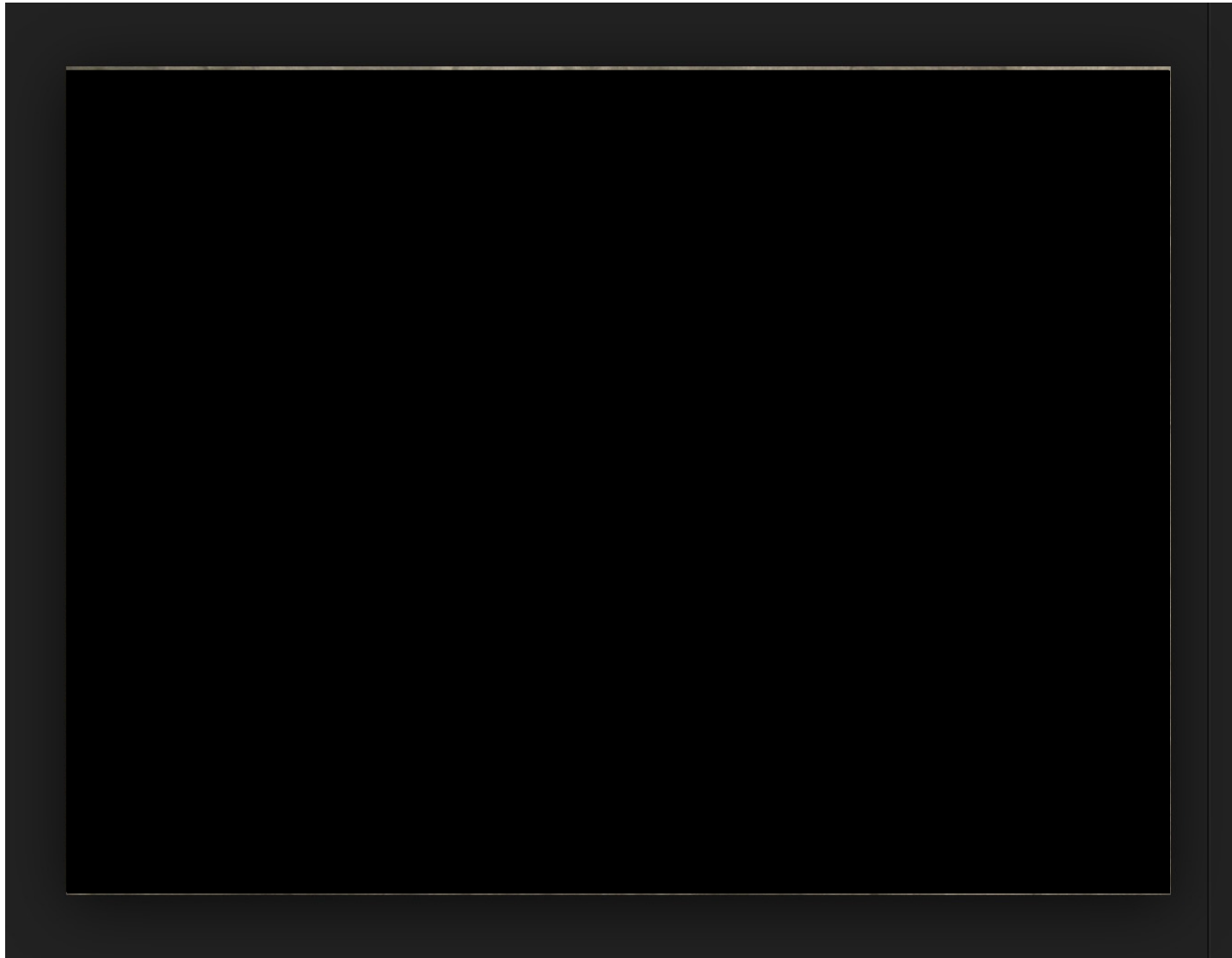
- Adjust communication accordingly to citizens personality
- ESL trainee may not understand **slang** terms or complicated words



- Business vs Personal Relationships
 - Sworn vs Non-sworn
 - Public vs Private sector
 - Verbiage/Jargon: Text messages, 10 code
 - Generation gaps (Generation X, Y)
 - VHS tapes, rotary phone



Communications Barriers



Barriers to Communications in Communications!



- ❖ Noise
- ❖ Filters
- ❖ Physical location
- ❖ Non-Verbal
- ❖ Challenging
- ❖ Lecturing

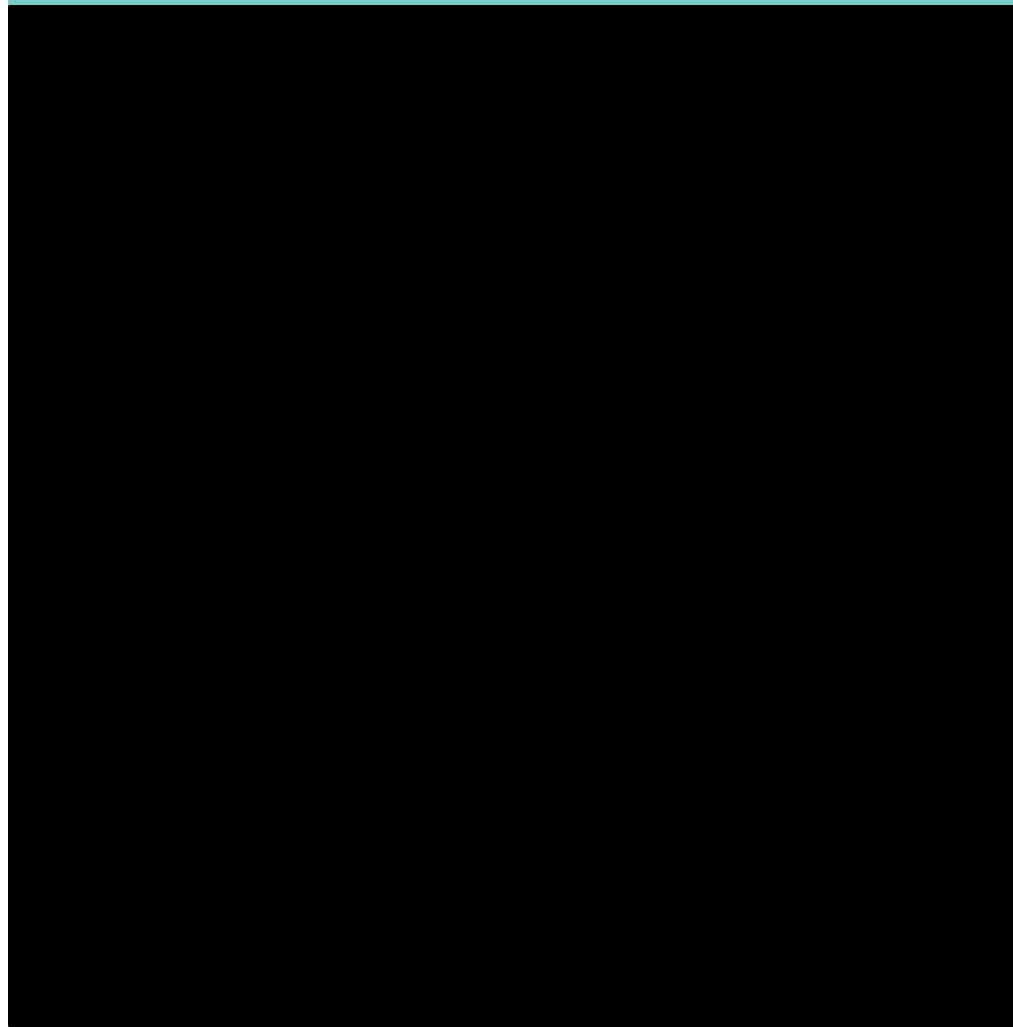
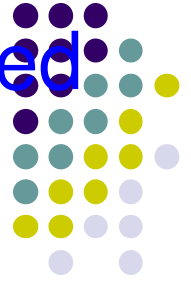
Positive Two-Way Communication



- Focus fully on the citizen
 - Don't doodle or check your text messages
- Avoid interrupting
 - Listening is not the same as waiting for your turn to talk
- Avoid seeming judgmental
 - Withhold blame & criticism in order to fully understand them
- Show your interest
 - Have an open/inviting posture, nod occasionally, & smile
- Create a safe environment where everyone feels safe
 - Be friendly
- Allow citizen to be open & provide feedback
- Explain not just what but the why too
- When over your head, call in the senior/supervisor



❖ How do you know your message was received and understood? Feedback reinforces and motivates! How?





- ❖ Feedback will let the caller know you hear them and help is coming. They will be more motivated to cooperate and answer your questions. And it calms them down because they know you can handle their crisis.
- ❖ Feedback will let officers know you hear them and help is coming. Officers will be more confident in your ability to handle the channel and their crisis.

Interpersonal Pronouns



I

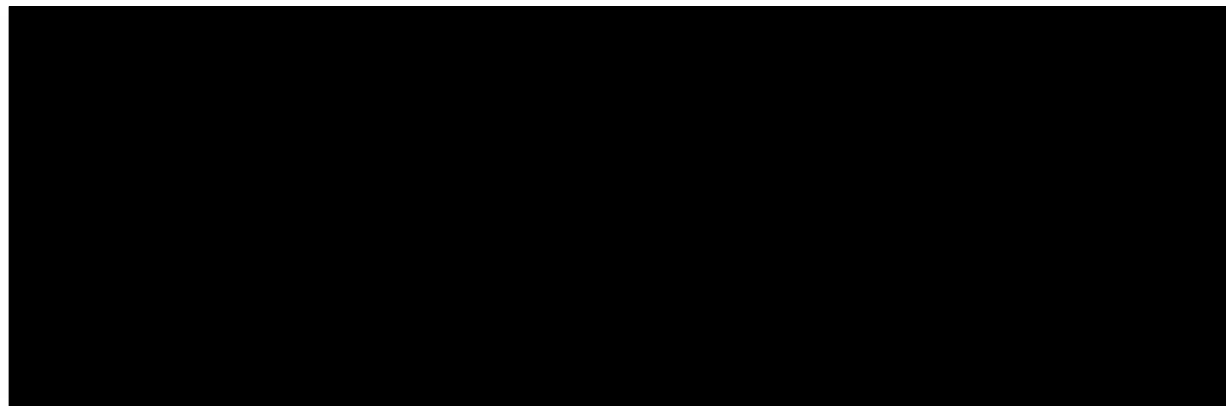
Showing who is really concerned

We

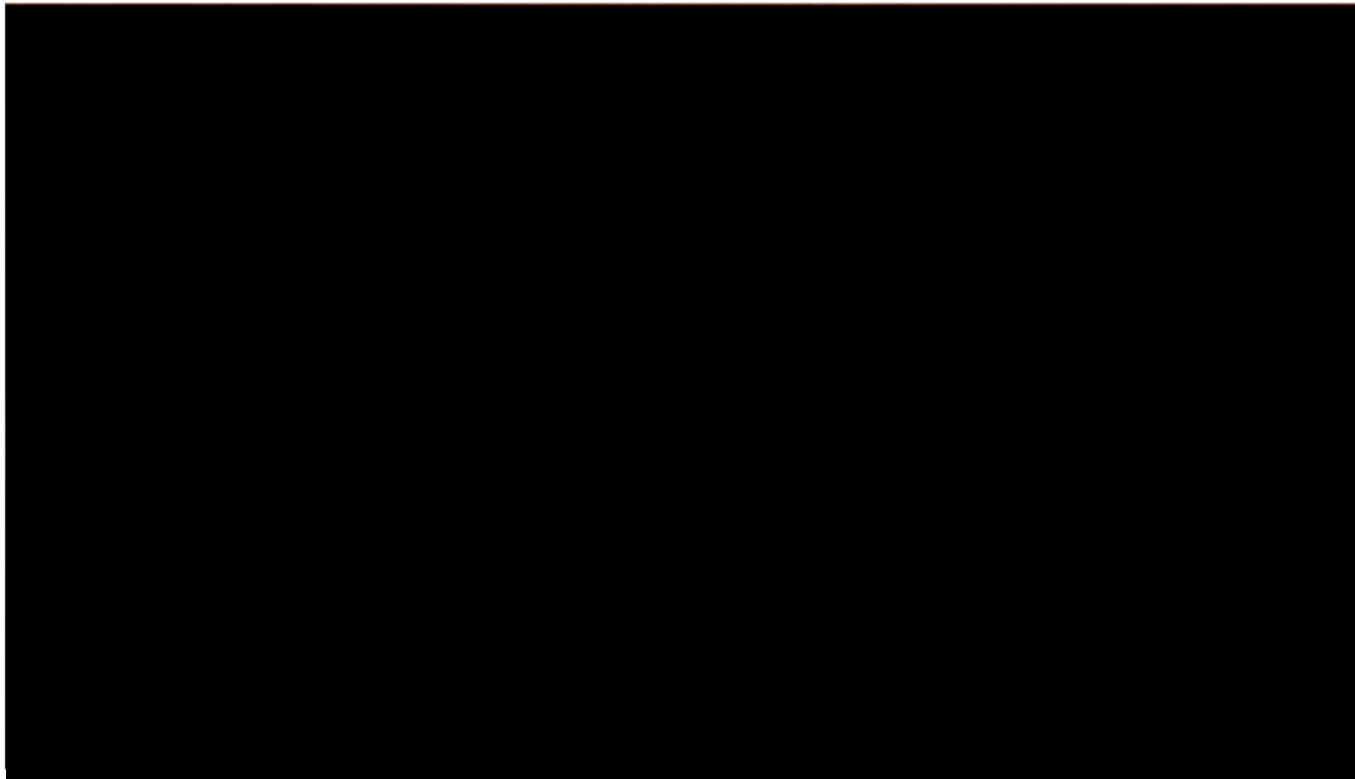
Team approach

You

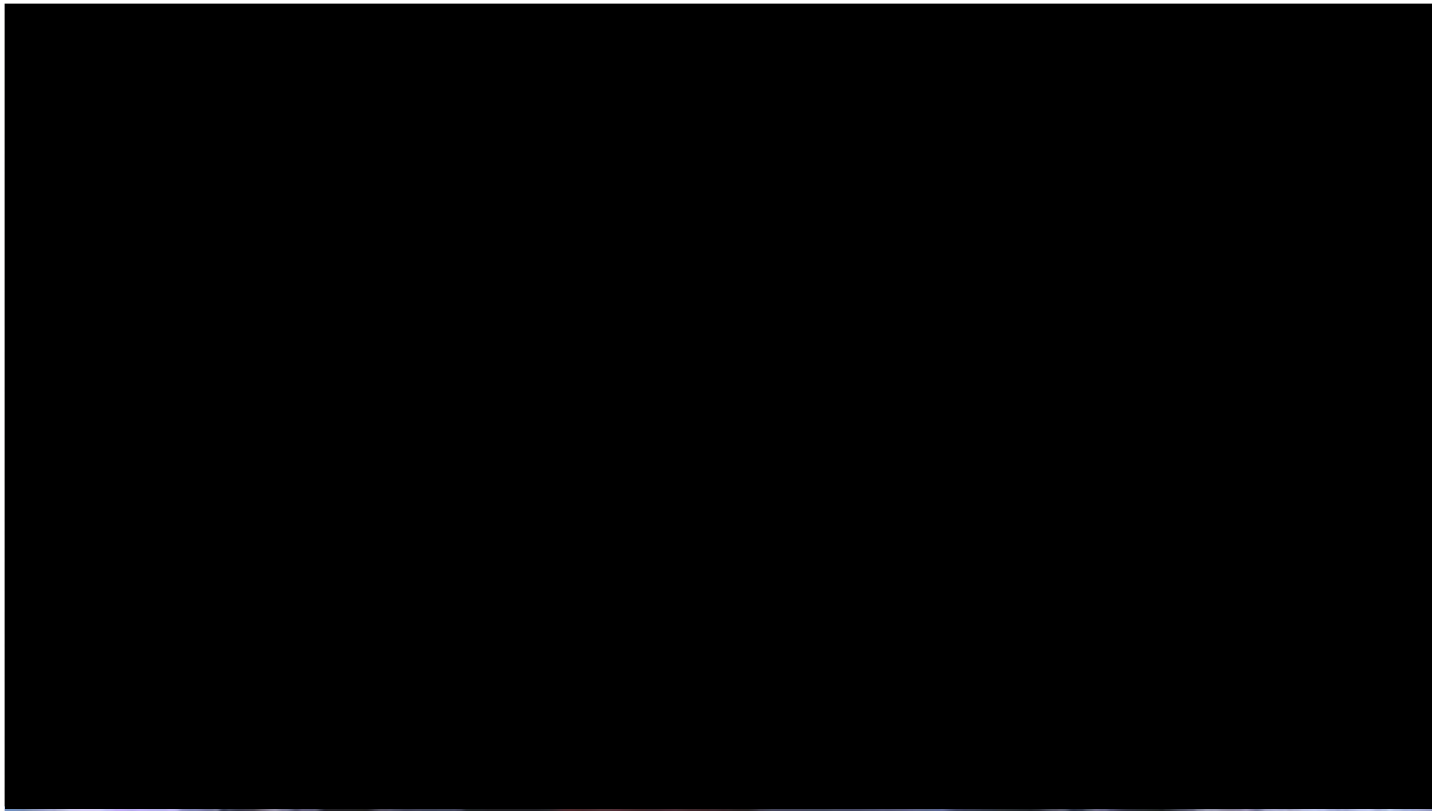
Internalized



THE HIGH FIVE



Communication & Technology



Keys to Good Communication



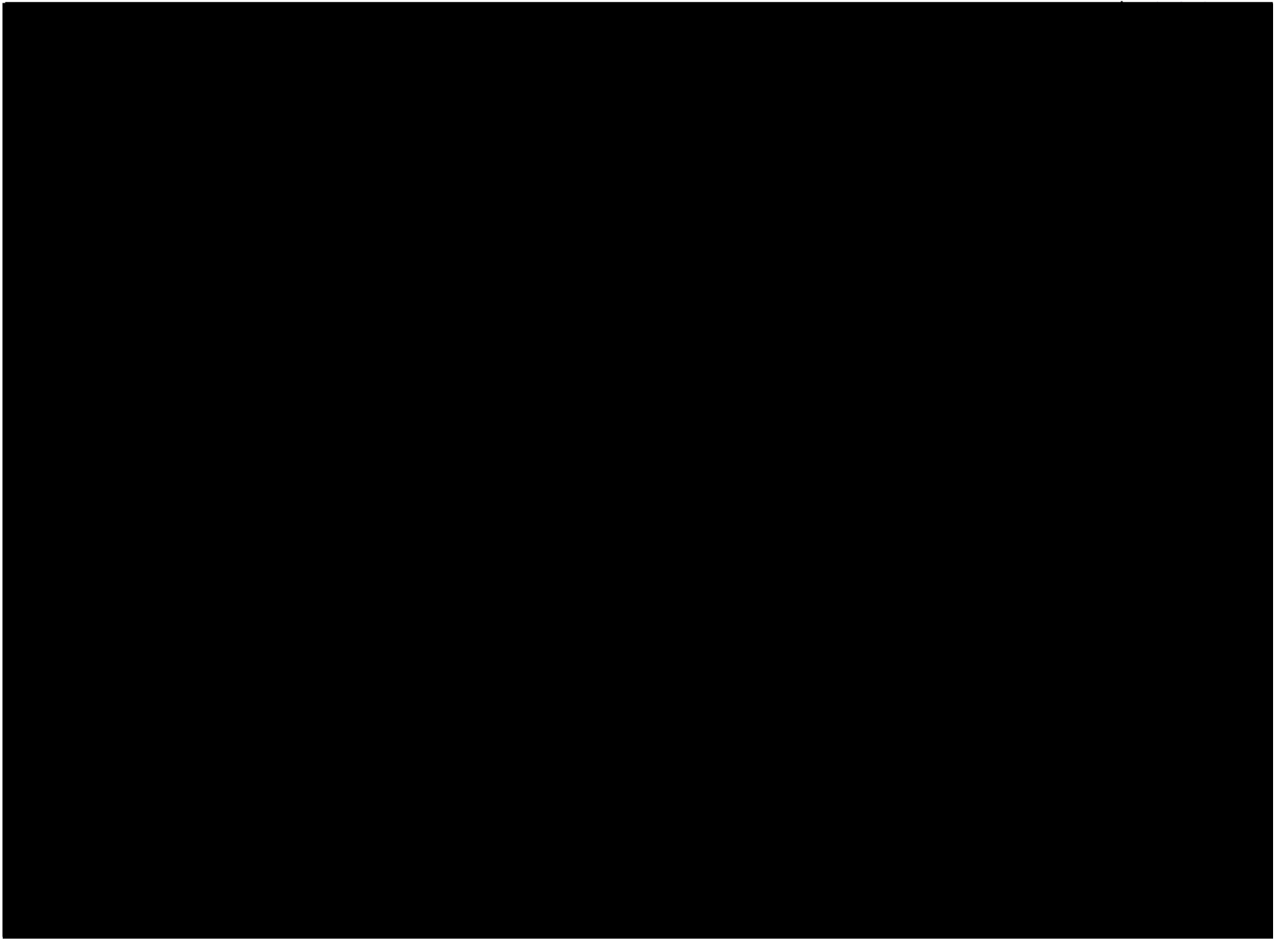
- ❖ Professional
- ❖ Flexible
- ❖ Attentive
- ❖ Friendly
- ❖ Precise
- ❖ Firm
- ❖ Relaxed
- ❖ Confident



Providing a Safe Workplace in our Communications Center

FREE FROM:

- Discrimination and harassment
- Occupational hazards
- Emotional/psychological hazards
- Verbal misconduct
- Inappropriate behavior
- **Do not promote Gossip and rumor**
- Unacceptable behavior/emotions



How effective is communication in dispatch using only words?



breathing.

Questions?

