Communication

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It’s not about what you say, it’s entirely how you say it!

Communication is the exchange of information. You are the sender. The receiver will react to the information that you provide them. It is your job to make sure that they understand all of the information that you send them.
Nonverbal Communication

• Definition - It’s what you say without uttering a word. You’re body language tells a story well before you do and it sets the tone for the upcoming conversation. Consequently the non-verbal communication that you receive in return will tell you if the information that you sent was properly sent and understood.

• Examples:
  * Walk the walk  *Body Posture  *Facial Expressions  *Hand Gestures *Proximity

• Avoid:
  *Bouncing *Swaying * Slouching  *Toe/Finger Tapping  *Mean Mugging
IT'S WHAT YOU DON'T SAY THAT COUNTS!

LEARN TO READ AND INFLUENCE PEOPLE THROUGH NONVERBAL COMMUNICATION.
Verbal Communication

- Introduce yourself, title, agency, purpose of visit
- Talk slowly and clearly
- Use words that are easily understood
- Control voice volume
- Use pauses to separate ideas or issues
- Use compliments when possible
- Utilize quizzes
- Repeat information if needed
Phone Communication

- Proper intro
  - Name, Title
  - Agency
  - Purpose of call
- Phone Courtesy
- Return calls promptly
Follow-up

• Keep accurate and detailed notes from your communication. Dates and times are important for future interactions.

• Utilize note cards with names and details on facilities that you will frequent on a regular basis

• Emphasize positives for future interactions

• If you feel individual(s) did not receive the information from the initial conversation then written communication can be utilized.
Written Communication

• Clear, concise written format outlining specific points of emphasis

• Snail Mail-Most official form of written communication
  • Notices for Public Health Action/Legal action
  • Attention getter
  • Registered Mail

• Email- Flexible, formal or semi-formal
  • Guarantees information will be received
  • Efficient way to communicate