

Improving Communication

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What Beliefs Do You Bring To Your Communication Style?

Which of the following is most important to effective communication:

- a. Speaker's personality
- b. Organization of topic
- c. Use of visual aids
- d. Listener's preparation
- e. Speaker's expertise

Learning Objectives

At the end of the session the participant will be able to:

1. Explain the effect of ego states on communication outcomes.
2. Explain how awareness of their personality type can improve communication outcomes.

Factors That Influence Oral Presentations

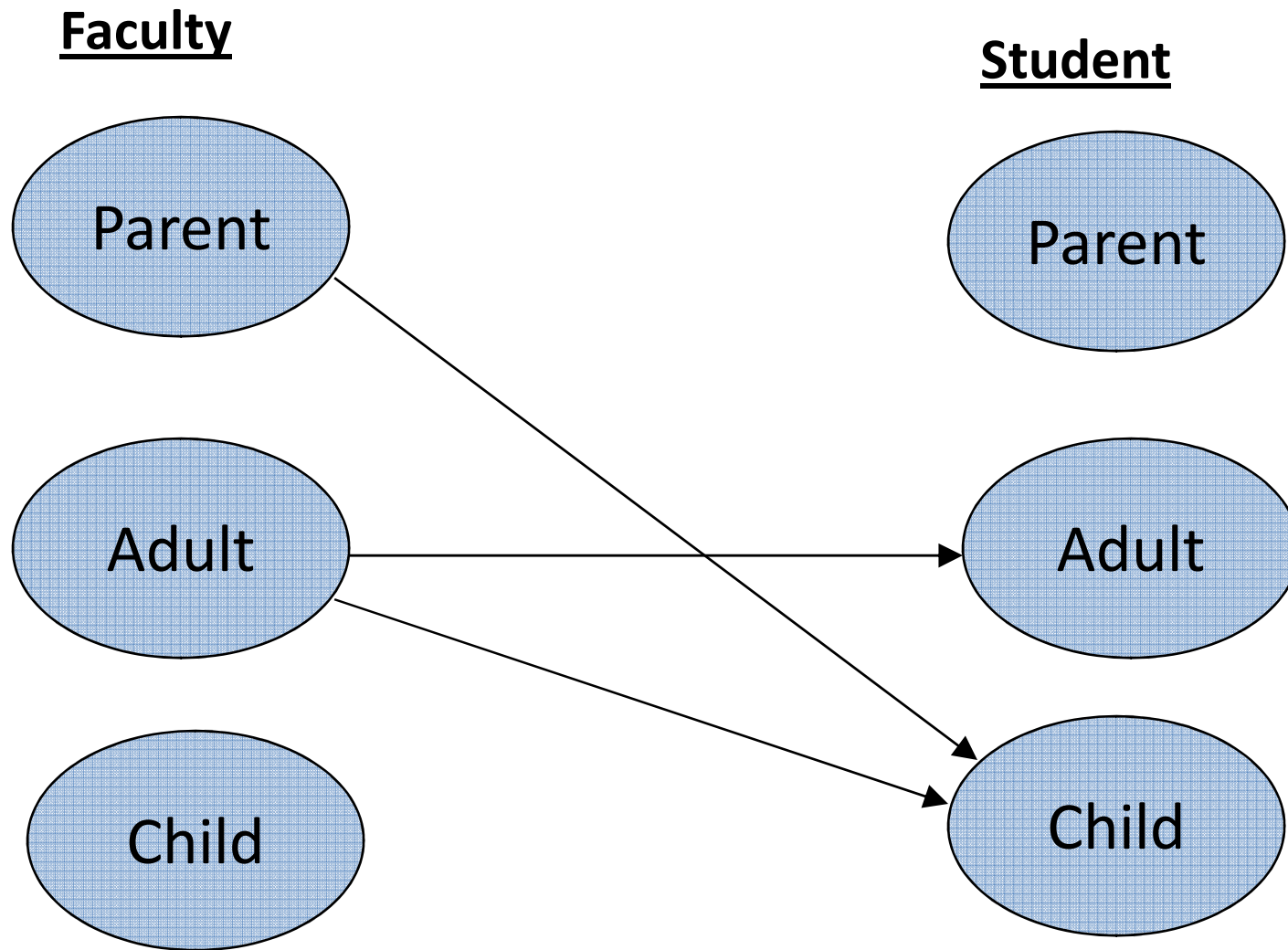
1. Ego states
2. Personality type
 - Yours
 - Theirs
3. Needs: What do they need to hear?
4. The pause that refreshes

Transactional Analysis Ego States

- Attitude Sets The Stage -

- Parent mode
 - telling, requiring
 - threat/coercion,
 - reward/approval
- Adult mode
 - mutual responsibilities,
 - consequences/outcomes,
 - developmental/adaptive
- Child mode
 - obeying, compliant, dependent

Transactional Analysis Of Teaching



Transactional Analysis Parent-To-Child

- Most common
- Prevents development of student
- Creates dependency
- Easiest for both

Transactional Analysis Adult-To-Adult

- Most desired
- Requires development of student
- Creates inter-dependency
 - learn how to access help without becoming dependent on it
- Most rewarding for both

Managing The Transition

- Adult to Child is demanding
- Requires “tough love.”
- Requires emphasis on accountability

Personality Type – Yours

- Becoming an extravert
- Talk to “one” person
 - Introverts are comfortable in one-on-one conversations
 - Tell a story
- Scan or shift eye contact
- Be yourself

Personality Type – Theirs

- Speak to both sensing and intuitive types
- Sensing: need for certainty, attention to detail
 - Specify what is happening
 - Summarize frequently
 - Notify when interesting example is finished
- Intuitive: need for variety, big picture
 - Suggest possibilities
 - Digress into examples (notify S's that you are doing this)

Their Needs vs. Your Needs

- What do they need to hear?
 - Sign of experience
- What do you need to say?
 - Sign of inexperience

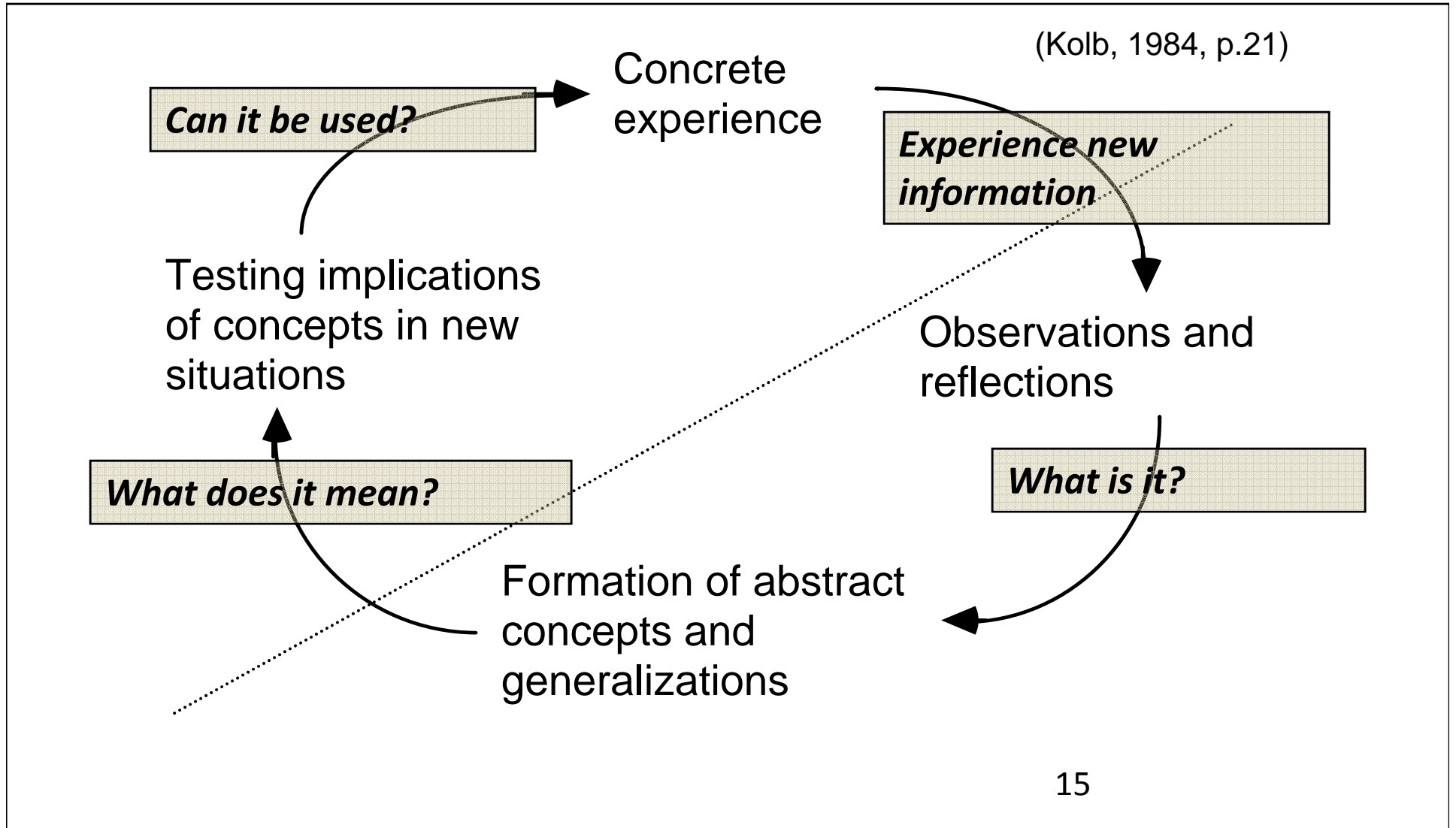
Communication Goals/Objectives

- Know where you are going
- Let your “audience” in on it
- Be clear about transitions
- Paraphrase questions to help interpret or clarify
- Summarize

The Pause That Refreshes

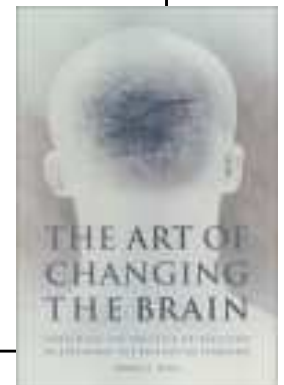
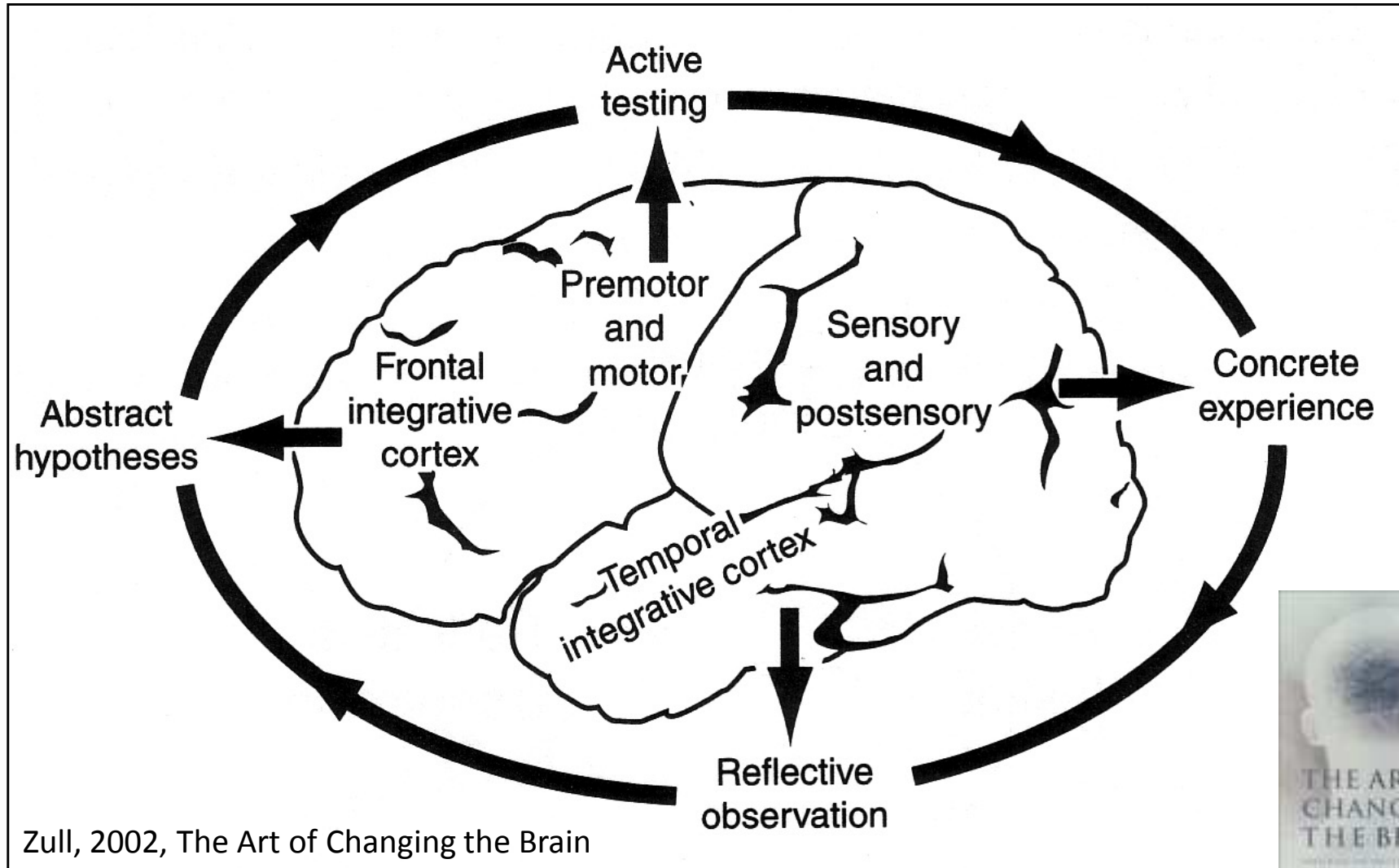
- “Presenting” only engages the temporal area; memory oriented
- Periodic access to the prefrontal area is critical to understanding.
- Requires a pause in the dialogue

Information Processing Experiential Learning Model



The Learning Cycle

David Kolb adapted by Zull



Prefrontal Pause – The Pause That Refreshes

- Turn to a neighbor...
- Show question on screen or board.
 - Short essay
 - MCQ
- Give time limit, usually 1-2 min.
- Raise hand to call time.
- Ask if any questions came up.
- Give your version of answer.

Summary

- Effective communication is sharing of ideas
- Requires facts
- Requires a story
- Requires involvement
- Has a beginning, middle, and end

- The End -