

**Bringing out the best in
people:**

**It's all about
communication!**

Sarah Watson, Best in People

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com·mu·ni·ca·tion

–noun

- 1. the act or process of communicating; fact of being communicated.**
- 2. the imparting or interchange of thoughts, opinions, or information by speech, writing, or signs.**
- 3. something imparted, interchanged, or transmitted.**
- 4. a document or message imparting news, views, information, etc.**

Random House Dictionary 2010

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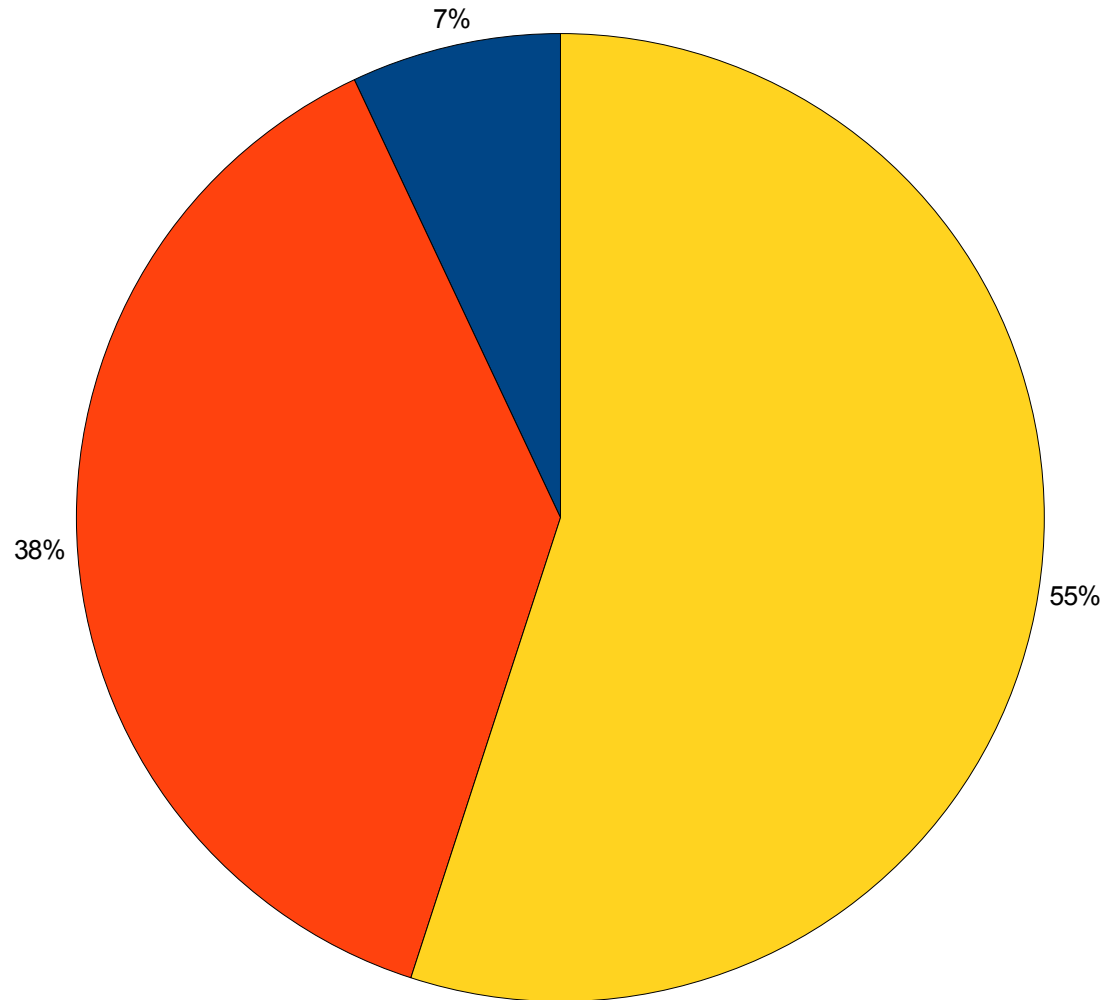
Communication

sender → message → receiver

8 Steps in Communication

- 1. perception by “A”**
- 2. “A” encodes**
- 3. “A” transmits**
- 4. “B” receives**
- 5. “B” decodes**
- 6. “B” perceives**
- 7. “B” plans**
- 8. “B” acts**

Verbal vs. Nonverbal



Personality and Communication

**Does personality impact the way a person
communicates?**

Processing Information

**Think out loud?
or
Think then talk?**

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Fact vs. Emotion

Does emotion get in the way of the message?

Communication might be good if....

- Turnover is low**
- Morale is high**
- Teamwork is high**
- Duplication of effort is low**
- Staff loyalty and satisfaction is high**

Communication might not be so good if.....

- Turnover is high**
- Morale is low**
- Tension is high**
- Confusion**
- Duplication of effort**

So, what do I do?

- Watch and listen.**
- If communication is good, that's great!**
- If not so good, hmmm. What needs to change?**
- Try something you heard today to change the way you communicate with others!**

Thank you!



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