

# Indian Health Service

## Effective Communication

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IHS Mission:

To raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level

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# Communication

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- The exchange of information
- Sending or receiving information
- Verbal, visual, audio, written, non-verbal
- Active listening



# Effective Communication

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- Clear, correct, complete, concise, compassionate, courteous-6 Cs
- Message is received and understood
- Message has clarity and purpose
- Know your audience
- Ability to read your audience
- Active listening
- Be able to communicate in more than one way



# Active Listening

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Active listening is hearing what someone else is saying. It also involves being attune to another person's thoughts and feelings as well as learning how to read subtle cues *and* controlling your own emotional response. It requires both empathy and self-awareness.



# Communication

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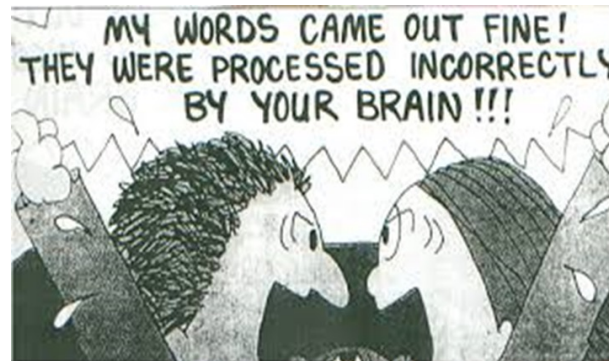
Just because you said it, saw it, sent it, or asked it ...

- Was the message interpreted correctly by intended recipient?
- When was the message received by the intended recipient?
- Was it understood in the way you intended?

**Instructor:** Welcome to salsa class! Who's ready to learn how to dance?

**Me, hiding a bag of tortilla chips:**  
There's been a misunderstanding.

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# How Are We Communicating and Sharing Information at Work?

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- Physical presence or being
- Email
- Phone call
- Text message
- Instant message
- Voice message
- In-person
- Virtual meetings
- Relayed message
- Delayed message
- Sign on the door or the desk



# How Are We Communicating and Sharing Information at Work?

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## Email

- Consider your tone (use of punctuation)
- Consider the content (would you say the same thing in person)
- Consider the possibility of it shared widely
- Consider the electronic footprint
- Consider the nature of issue

**DON'T YOU  
TYPE AT  
ME IN THAT  
TONE OF  
VOICE.**

Let's eat grandpa.  
Let's eat, grandpa.

**Correct punctuation can  
save a person's life.**





# Challenges of Communication in Today's Work Environment

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- Virtual meetings
- Time zone differences
- Different tours of duty
- Increased volume of email
- Email vs. conversation
- Interpretation of email tone
- Response delay

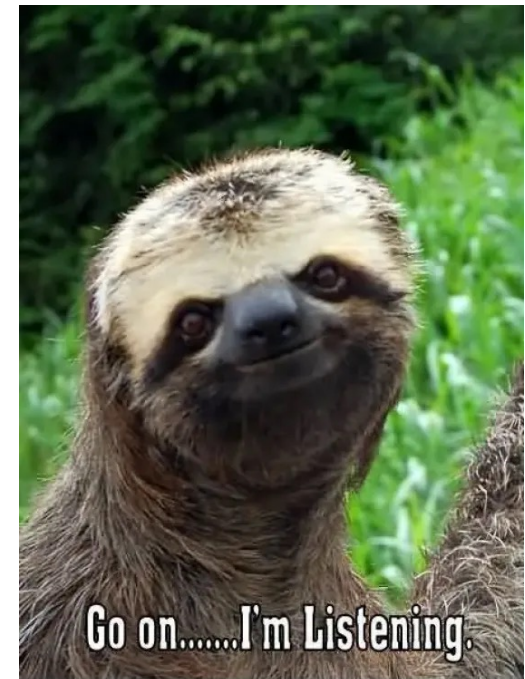


# Hearing or Listening?

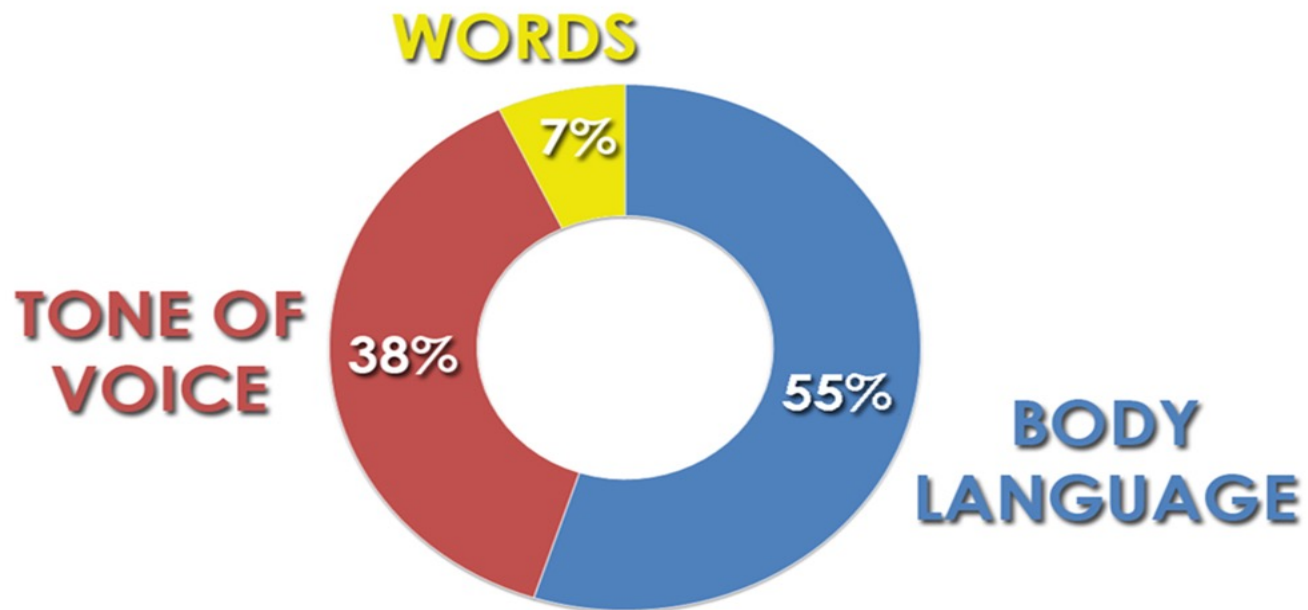
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Hearing- the process, function or power of perceiving a sound

Listening-to hear something with thoughtful attention and to give consideration



## What Makes Up What We Hear



# Interpersonal Communication

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- Avoidance doesn't make the problem go away
- People need to feel they have been respected and heard
- It is OK to say "NO"
- People need to believe their questions have been answered, *OR* confident that they will receive a timely response



# Interpersonal Communication

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How two people communicate. Sharing information and expressing thoughts or emotions either face to face or through a medium such as phone, email, social media etc.,



# Interpersonal Communication

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TACT IS  
THE ART OF  
MAKING A POINT  
WITHOUT MAKING  
AN ENEMY.

*Isaac Newton*

**“The two words 'information' and 'communication' are often used interchangeably, but they signify quite different things.**

**Information is giving out;  
communication is getting through.”**

*Sydney J. Harris*

# Interpersonal Communication

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- A person's perception *is* their reality
- People act and react according to *their* reality
- People are often upset at the situation or circumstance
- If/when the answer is NO, make sure the person understands the reason why

**"Please" and  
"Thank You"  
costs  
nothing but it  
does go a  
long way.**



# Emotional Intelligence

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The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically

Do you know how to deal with your emotions?

Do you know how to read and react to the feelings of others?





# Emotional Intelligence

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# Increasing Emotional Intelligence

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## **HOW TO INCREASE EMOTIONAL INTELLIGENCE**

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1. Utilize an assertive style of communicating.
2. Respond instead of reacting to conflict.
3. Utilize active listening skills.
4. Be motivated.
5. Practice ways to maintain a positive attitude.
6. Practice self-awareness.
7. Take critique well.
8. Empathize with others.
9. Utilize leadership skills.
10. Be approachable and sociable.




SOURCE: INC.COM

# HOW TO IMPROVE YOUR EMOTIONAL INTELLIGENCE

1. Reflect on your own emotions
2. Try communicating in a direct but still respectful manner
3. Ask for others' perspectives
4. Accept criticism. Ask what you can learn rather than resist
5. Press the "Pause" button. Take a moment before reacting
6. Practice maintaining your positive attitude regardless of others
7. Respond rather than reacting to conflict
8. Practice self-awareness
9. Explore & understand the "Why"
10. Empathize, empathize, empathize
11. Be observant
12. Practice ALWAYS



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