

COMMUNICATION
ACCOUNTABILITY
&
LEADERSHIP



**INTRODUCE
YOURSELF**

- Name
- Title
- What is one thing you want to learn today?

COURSE OBJECTIVES

- Benefits of good communications skills.
- Difference between verbal and non-verbal communications.
- Potential barriers to quality communications. (perceptual filters)



CORE VALUES

- **HONESTY** – We are truthful in our words and in our actions
- **INTEGRITY** – As people of character and principle, we do what is right, even when no one is looking
- **LOYALTY** – We are loyal to the values of our department and our profession and committed to protecting the quality of life in the communities we serve
- **TRUST** – We are confident in the integrity, the ability and the good character of our colleagues
- **RESPECT** – We treat everyone with dignity, honoring the rights of all individuals
- **FAIRNESS** – We are just and impartial in all our interactions
- **DIVERSITY** – We embrace the strength of diversity in our employees and our communities
- **COMPASSION** – We are compassionate in our words, actions, and deeds



THE ABILENE PARADOX

GROUP DISCUSSION

Discuss within your group...

- Do you prefer making solo or group decisions and why?
- What is one reason you enjoy participating in group decisions?
- What is one thing that makes you uncomfortable when participating in group decisions?





**WHAT IS
YOUR
MISSION?**

- Be the Dictator?
- Be the Director?
- Be the Coach?
- Be the Mentor?
- Be the Delegator?
- Be the Abdicator?
- YOU are the primary quality assurance unit!
- You are the Sheriff's Department!

BENEFITS OF GOOD COMMUNICATION

- Key in Quality Assurance
 - Increases Understanding
 - Helps handle conflict
 - Reduces Injuries
 - Reduces Complaints/Lawsuits
- Contributes to Department & Career Success
 - Increases performance
 - Builds trust and reputations
 - Provides recognition
 - Recognizes rewards



BENEFITS

- Improved Relationships
 - Family/friends
 - Peers/subordinates/superiors
- Personal Health
 - Physical
 - Emotional
 - Mental
 - Fiscal
 - Spiritual

COMMUNICATION PURPOSE

- What are you trying to accomplish?
- What is your goal?
- What is your focus?
- What do you want to communicate?



ELEMENTS OF COMMUNICATION

7% Content

“I didn’t say he stole the gun”

38% Voice

Rate

Pitch

Modulation



ELEMENTS OF COMMUNICATION

55% Non-Verbal

Touch

Voice

Body Language

Appearance





PERCEPTUAL
FILTERS

- Fears
- Experiences
- Emotions
- Education
- Stereotypes/Prejudice



PERCEPTUAL
FILTERS

- Self Image
 - Is there a difference in how I see myself versus how others see me?
 - When does my bosses' perception become my reality?
 - Do I know my two greatest weaknesses?



BREAK



PUZZLE ACTIVITY

COMMUNICATION BARRIERS

- Size & Complexity of the Organization
 - Multiple messages and senders
 - Complexity creates delays in transmission or receipt of a message.
- Conflicting Agendas
 - Gossip circle
 - Undermining versus Critiquing
 - Not my guy



GOOD
COMMUNICATORS

- How did I get that way?
 - Conscious decision to build that skill set
 - Took courses
 - Read articles and books
 - Developed listening skills
 - Took Opportunities to SPEAK!
 - Target role models
- Create a culture of communication
 - Don't ask for honest feedback. Demand it!



RESPONSIBILITY
FOR GOOD
COMMUNICATION

- = between the sender and receiver
- The sender has more at “**stake**” in the process because they initiated it
- Do you “try” or “go above and beyond” to verify your message is accurate and understood

PARAPHRASING “ACTIVE LISTENING”

- Advantages
 - Demonstrates Listening
 - Gives Speaker an Opportunity to Clarify
 - Remains Non-Judgmental
 - Encourages Communication

“What I heard you say was _____”

- Summarization
- Disadvantages
 - Takes practice
 - Requires listening



ONE & TWO WAY COMMUNICATION

Examples of two-way communication?

One-way communication?

Advantages of communication?

Disadvantages of communication?

GUIDELINES FOR SUCCESS

- Establish Credibility
 - Employees know your reputation.
 - What is your response to gossip and rumors?
 - Do I follow the rules?
- Learn your employee's frame of reference
 - Background, culture, goals, etc.?
- Tailor your message to that frame if possible.



GUIDELINES

- Select the best combination of verbal & non-verbal communication possible.
- Organize the message - How would I structure what I need to share if I had three minutes to convey the “core” idea.
- Delivery - Respect your employee’s “position” when possible



LEADERSHIP

- Your leadership style is not in your choice of words but in your choice of actions
- Saying we want a specific behavior and then rewarding something else
 - Hypocrisy
- Applies to individuals and to organizations
 - Tipping Point

OBSERVING YOUR EMPLOYEE

Looking At:

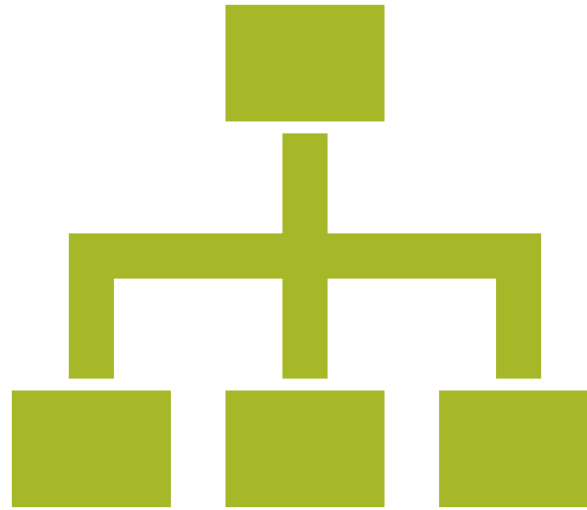
- Behavior
- Body Language
- Appearance
- Surroundings

Deciding If:

- Normal
- Abnormal
 - Use Caution
 - Employ Strategies
 - Critique

**PARAPHRASING
“ACTIVE
LISTENING”**

- What we permit we promote.
- Who we promote shows what we really permit.
- Delegate tasks but don't abdicate the responsibility.
- The perception of my co-workers and bosses is my reality.
- Is the juice worth the squeeze?
- All of my problem employees look like nails, that is why I am hammering them!



COMMON WORK PROBLEMS

List 2 common problems encountered by your team at work

3 PRINCIPLES OF LEADERSHIP

01

Do what's right!

02

Don't expect more from others than what you are willing to do yourself.

03

Treat others better than you would want to be treated!

TAKE THE RISK!

- People who don't take risks generally make about two big mistakes a year.
- People who do take risks generally make about two big mistakes a year.

-Peter Drucker



QUESTIONS