

The background of the slide is a close-up, slightly blurred image of the seal of the San Diego County Sheriff's Department. The seal is circular and features a central figure, likely a Native American, surrounded by the text "SAN DIEGO COUNTY SHERIFF'S DEPARTMENT".

Elements of Communication & Teamwork

Professional Staff Training Unit
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Course Objectives

A large target with concentric rings is positioned on the right side of the slide. Several arrows are shown hitting the center bullseye. One arrow in the foreground is prominent, with its red fletching and shaft clearly visible. The background is a soft, blue and white sky with light clouds.

- **Introduce teambuilding and collaboration skills**
- **Recognize the elements and benefits of good communication**
- **Identify potential communication barriers**
- **Learn and develop good communication skills**



Introductions

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



Rope Activity

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

Group Discussion

What comes to mind when you hear the word communication?



What is Communication?



communication noun

com·mu·ni·ca·tion (kə-,myū-nə-'kā-shən «»)



a : a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior

| the function of pheromones in insect *communication*

also : exchange of information



means of sending or receiving information, such as phone lines or computers.
"satellite communications"



Purpose of Communication



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

Elements of Communication

7% is the content of what you are saying

- “I didn’t say....”

38% is the voice you use

- Rate
- Pitch
- Modulation

55% of communication is non-verbal

- Touch
- Voice
- Body Language
- Appearance

Benefits of Good Communication

Key in Quality Assurance

- Increases understanding
- Helps handle conflict
- Reduces injuries
- Reduces complaints/lawsuits
- Keeps employees engaged
- Helps retain employees

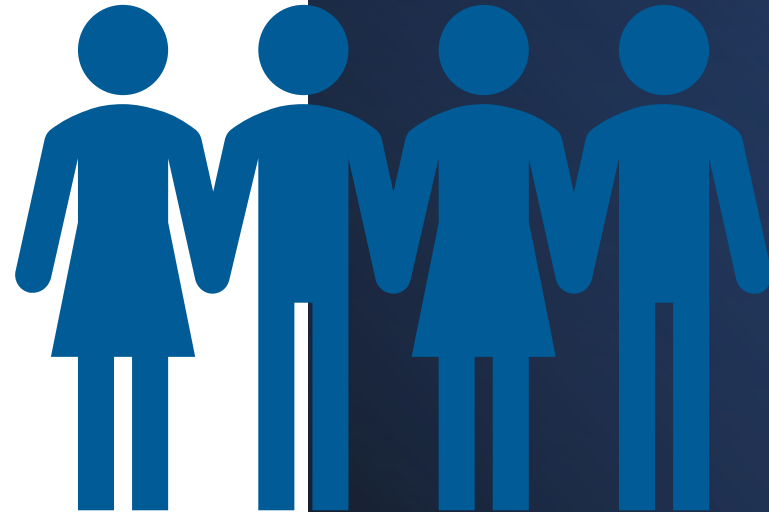
Contributes to Department & Career Success

- Increases performance
- Builds trust and reputations
- Provides recognition
- Recognizes rewards



Benefits of Good Communication

- Improved relationships
 - Family/friends
 - Peers/subordinates/superiors
- Personal health
 - Physical
 - Emotional
 - Mental
 - Fiscal
 - Spiritual



Group Discussion

Discuss communication barriers you see within your team.





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 responsive

Perceptual Filters

Emotions

Bias

Experiences

Stereotypes

Education



**BREAK
TIME !!**



Puzzle Activity

**Coach
or
Mentor**

?

?

Delegator

?

**Director
or
Dictator**

What is your Mission?

Skills for Good Communication



Show respect to each other



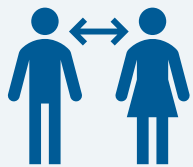
Be clear and concise



Organize the message



Have confidence with the message



Ensure there is equal communication between the sender and receiver



Look for nonverbal communication



Tailor the message



Actively listen



*Read articles and books
Practice various
communication modes*



Put it into Practice

What communication skill do you want to commit to developing?

- Write it down

Who can you practice this skill with?

- Write it down

Questions





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