

What Brought You Here?

Please take five minutes to write down what you hope to accomplish during today's program. Be as specific as possible.

No one will see what you have written except you, but you will be asked to refer to your written description during the session.

The Two Sets of Contradictory Community Rules: Maintaining Positive Performance

If you are sending a message:

Behavior has consequences. You do your best to present information in such a way as to make it as easy as possible for the other person to say “yes”. The response is the measure of the success of your message. You take responsibility for the details of your behavior and the responses of others (within reason).

What is difficult about being responsible for the details of your own behavior and it impacts others?

If you are receiving a message:

You make choices as to how you interpret behavior and respond to another person. You can choose to give other people the benefit of the doubt and assume their intentions are positive or, at the very least, make sense to them as beneficial. You describe behavior with neutral words, because you know you cannot read another person’s mind. Describing behavior reduces your own emotionality and gives you greater influence over other people’s behavior.

What is difficult about choosing your response to other people’s behaviors and describing their behaviors’ neutrally?

The Visual Representational System

Strongly visual people represent information by “sight”. They will “make pictures” in their head when they are speaking. They can be good spellers, because they have the ability to memorize words. They rely on written instructions and can be very sensitive to the “look on someone’s face”. They need drawn maps. If they can picture it, they can see or look at what you want.

When a person is strongly visual, they might offer other people information in that mode, including long reports, lots of written documentation with graphs and charts, frequent written memos and neatly produced signs. They tend to want to read or see the directions first and are likely to feel impatient if someone else wants to tell them or show them how to do something. Writing something down helps them remember. Many visually oriented people have an easy time making up their minds, because it is easy to “flip through file cards” and sort out the information they need. Some psychologists theorize that a strongly visual learner can use “visualizations” to change their behavior more effectively than other learners.

1. Tends to look up to the left or right, or stare ahead with a “glazed” look.
2. Tends to use visual words, such as, “See what I mean?”
3. Tends to prefer reading and looking at pictures and maps to learn.
4. Tends to like to write things down and make lists.
5. Tends to spell via memorization.
6. Detail-oriented.
7. “Once I see it, I know it.”
8. Makes decisions by making lists, reading reports, and picturing options.
9. “Why didn’t you read my letter?”
10. Voice is pitched relatively higher when looking up.
11. Hands touch eyes or point to eyes when talking.
12. Can process information faster than those who access “kinesthetically.”

The Auditory Representational System

Strongly auditory people represent information by sound. They recall information with strong auditory clues and refer to spoken conversations. They sometimes have trouble making decisions, because it can be hard to sort out the different “voices”. They spell phonetically and can pick up spoken languages quickly. They often move their lips or sub-vocalize while they read. They can be good at receiving verbal instructions. They need conversations. If they can both hear it and say it, they can remember. They are very strongly represented in management and sales. Typical is the supervisor walking through the office, firing off instructions, while a frantic clerk follows behind, trying to write down what is being said.

They can love to talk at meetings, and they repeat out loud what someone else has said; this is the way strong auditory learners remember. The auditory learner often prefers audiotapes to books and will frequently take a tape recorder to meetings. They enjoy lectures and just want to be told, not shown. They might have reputations for not reading instructions; instead, they seek out someone with whom to discuss things.

1. Tends to look to the side - towards their ears.
2. Tends to use auditory words, such as, “Hear what I mean”.
3. Tends to prefer talking and listening in order to learn.
4. Tends to like to discuss things.
5. Tends to spell via phonics.
6. Flow-oriented.
7. “Once I hear it and say it, I know it.”
8. Makes decisions by listening to inner dialogue, talking to people, and talking out loud.
9. “Why didn’t you listen to my instructions?”
10. Voice is pitched clearly when looking to the side.
11. Hands point toward ears or use “telephone” motions.
12. Processes information very quickly.

The Kinesthetic Representational System

Strongly kinesthetic people represent information by feeling, moving, and doing. They sense things and might feel inarticulate at times, because it is not always easy to translate nonverbal information into words. They need face-to-face meetings to resolve issues. They might think of themselves as strongly intuitive. They are more likely to take it apart themselves and figure out by trial and error. If they can “sense” it or do it, they can sense or understand what you want. A typical profession is psychology or the arts. A strong kinesthetic learner is a hands-on learner; they even might have had the experience of being labeled a slow learner. They may have experienced many failures with formal institutions.

Also, they learned to be popular with their peers, if they are fortunate, by means of good “political” skills and athletics. Although they can take longer to read a book than other people, they might learn it more thoroughly. The strong kinesthetic might be astonished that their friendly touch is misconstrued. Also, they find themselves not trusting the accuracy of written or verbal reports; they need to have the personal inspection to kick the tires and visit the people in person.

1. Tends to look down to the side of their predominant “hand”.
2. Tends to use kinesthetic words, such as “Do you get what I mean?”
3. Tends to prefer touching and taking apart in order to learn.
4. Tends to like to write things down and make models.
5. Tends to spell via “getting the words intuitively”.
6. System-oriented - wants to know how things work together.
7. “Once I do it a few times, I know it.”
8. Makes decisions by weighing options and meeting people in person.
9. “Why didn’t you come to my meeting?”
10. Might move their hands a lot while talking.
11. Voice is lower-pitched while looking down.
12. May process information very slowly.

How To Identify and Practice Successful Nonverbal Communication

Nonverbal communication is comprised of physical details that send a message to the other person. That message is what most people believe, even if the words say something different. Despite the culture of the other person, all people are affected by pace (speed) and space (physical distances).

Watch and listen to actors on television and in the movies and identify the details of human behavior. What do successful people do? What do the details convey to the average person? Try discussing your communication style with friends and family and use the feedback to practice in front of a mirror.

- The expression on your face, do you...
 - Smile with whole face or just the mouth.
 - Have a smooth or furrowed brow.
 - Have a face that is expressive (moving) or blank.
 - Look positive: happy, confident or negative: frowning, squinting.
 - Look the person in the face and maintain eye contact, if appropriate.
 - Match the other person's expression.
- Sitting and standing posture, do you...
 - Lean slightly forward, stay totally erect or slouch backward.
 - Turn towards or away from the other person.
 - Sit or stand mostly still or shift in the chair/on your feet continually.
 - Match the other person's sitting posture.
- Hand gestures, do you...
 - Use some hand gestures or never gesture or always gesture wildly
 - Match the other person's speed and rhythm of gesturing.

- Tone of voice

It is very difficult to only read instructions and then know how to listen to your voice and change how you sound. Practice out loud where you can be alone, like in the car or the shower. Try asking a friend for feedback. Below is a list of things you can control about your tone of voice.

- Try smiling, it affects the voice positively.
- Moving your head up or down changes the pitch – high or low.
- The speed and rhythm at which you speak.
- The number of times you pause or take a breath.
- The variety of pitches, speed and sounds you make.
 - No vocal variety can sound flat and cold.
 - Too much variety can distract from your message.
 - Balance and variety sounds warm and interesting.
- You convey emotions through your tone of voice. You can play with vocal variety by conveying each of these emotions with a partner. Are you a “warm” or “cold” communicator?
 - Friendly
 - Superior
 - Contemptuous
 - Sympathetic
 - Indifferent
 - Frustrated
 - Too busy to help
 - Eager to help
 - Comfortable
 - Nervous

