

Communicating with Confidence

Ron Chapman



“To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.” Anthony Robbins

Confidence, or lack of it, stems from our personal level of concern in relation to how we are perceived by others.

Lower concern ... increase confidence



Because we are so complex, there are no guarantees communication will be successful.

Practising **INTENTIONAL** communication skills helps.



Confident communication?

Solved



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Confident communication? ... solved.

S eparate

- Yourself and your personal agenda
- **KNOW** your “buttons”
- Self talk: “it’s not about me”
- Be aware of *transference*



Confident communication? ... solved.

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bserve

- Be aware of the **CONTEXT** of the encounter – what's the real agenda
- Be aware of the **SIGNALS** - look for body language
- Be aware of the **ENVIRONMENT** – who else is present? Is there anything that needs to change to assist in a meaningful encounter?
- If possible, be prepared – **KNOW** the history, seek out resources.

Confident communication? ... solved.



Listen

- **LOOK** interested
- **STAY FOCUSED** - give **FULL** attention
- **INQUIRE** with open-ended questions
- Watch **BODY LANGUAGE**



Confident communication? ... solved.



Verify understanding

- Use **REFLECTIVE LISTENING** technique
- **CHECK** understanding
- **FOCUS** on what the person has said, not on your own feelings / agenda



Confident communication? ... solved.

Evaluate

- **IDENTIFY** the speaker's purpose
- **THINK** about and **ANALYSE** what has been said
- **REVISIT** what you need/want to achieve in the encounter
- **CHECK** your own status – are you in control of your feelings? Do you need to disengage and re-connect another time or refer on?



Confident communication? ... solved.

Declare your intent / message

- **EXPRESS** yourself clearly
- Use **FEW** words
- Where action is required, set **ACHIEVABLE** timeframes
- **CHECK** for understanding
- **STAY** calm, retain self control



Self Control

is being able to set your
own needs to one side
while you take the
time to listen, really listen,
to the
needs/ideas/concerns
of another



When to refer on...

- Illegal activity
- Self harm
- Deep sense of hopelessness expressed
- Disclosures regarding inappropriate unwanted physical contact or sexual acts
- Excessive anger developing
- “Gut feeling” – high level of discomfort
- Out of your depth – knowledge or skills

Boundaries

- Maintain confidentiality according to policy / regulations / standards.
- Don't promise confidentiality in all situations – it is important for all to know that some things **MUST** be referred on.
- Maintain an appropriate physical distance during conversations
- Be aware of appropriate and inappropriate touch.
- Seek support and guidance in all matters of uncertainty.
- Follow sound communication practices.
- Don't offer advice beyond your acknowledged capacity.

Discussion and practice



Questions

