

Learning Objectives

- ◆ Explain the 4 elements of communicating: receiving, retrieving, giving, and interpreting
- ◆ Demonstrate the ability to communicate clearly within the group to accomplish a task
- ◆ Evaluate the group's communication skills both in doing a job and in keeping the group together

The 4 Elements of Communicating

- ◆ Receiving
- ◆ Retrieving
- ◆ Giving
- ◆ Interpreting

Receiving

- ◆ Hearing
- ◆ Seeing
- ◆ Feeling
- ◆ Tasting
- ◆ Smelling

Retrieving

- ◆ Memorizing
- ◆ Memory Joggers
- ◆ Repeating
- ◆ Note Taking

Giving

- ◆ Use the five senses
- ◆ Speak clearly
- ◆ Write clearly
- ◆ Use visuals
- ◆ Look at the group
- ◆ Use feedback
- ◆ Summarize

Interpreting

- ◆ Motivation
- ◆ Conflict
- ◆ Experience
- ◆ Distractions
- ◆ Attitude

Summary

- ◆ People learn 11% of what they know by listening, but 83% by seeing.
- ◆ People remember 20% of what they heard, but recall 50% of what they heard and saw.