

## **Learning Objectives**

- ◆ Explain the 4 elements of communicating:  
receiving,  
retrieving,  
giving,  
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.