

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.**