Get in the Game!

Creating a Winning Environment Through “Other-Oriented” Communication

Designed by:
Amanda Bellino

Get in the Game!
What is communication?

- Transactional process of sharing meaning with others
- Participants can be:
  - Senders
  - Receivers
  - Both
- Meanings are in people, not words
Basic Training: Effective Interpersonal Communication

How can communication be effective?

– Meanings are created through interaction
– Good communication is a shared responsibility
**Basic Training: Effective Interpersonal Communication**

Why “other-oriented” communication?

- Communication is inevitable
- Communication is irreversible
- What we say and do affects others
- Demonstrates attentiveness and interest
- Shows consideration and respect
- Supportive communication environment

*Get in the Game!*
Home Field Advantage

- Enhance SSP?
- Advantages?
- Other aspects of your life?
Game Strategy 1: Receiver-Orientation to Communication
Game Strategy 1: Receiver-Orientated Communication

What is the receiver-orientation to communication?

- The sender takes the time to consider the receiver
- Recognizes that all people are unique
Game Strategy 1: Receiver-Orientation to Communication

Why use a receiver-orientation?

- Sender’s intention is less important than the receiver’s interpretation
- Messages have no meaning until interpreted
Game Strategy 1: Receiver-Orientation to Communication

What specific “plays” can I use?

– Choose words wisely
– Ask for feedback
– Ask for permission
Game Strategy 2: Active Listening
Game Strategy 2: Active Listening

What is listening?

- Hearing: physiological process
- Listening: active process
  - Sort sounds
  - Focus on particular sounds
  - Assign meaning
  - Remember
  - Respond

Get in the Game!
Game Strategy 2: Active Listening

What is active listening?

- Listening with a purpose
- Being fully present in the situation (Mindful)
- Shows interest and respect
- Encourages openness and self-disclosure
Game Strategy 2: Active Listening

Why active listening?
- Spend most time listening
- Gain information
- Decreases the number of misunderstandings
- Model behavior for others
- Promotes deeper relationships
Game Strategy 2: Active Listening

How to listen actively: Prepare and PASS

– Prepare: Be mindful and control obstacles
– 4 Techniques:
  • Paraphrase
  • Ask Questions
  • Suspend Judgment
  • Support

Get in the Game!
Game Strategy 2: Active Listening

- Be mindful
  - Empty mind of thoughts
  - Concentrate on the other person
  - Don’t plan your next response
  - Bring a wandering mind back on track
  - Show attentiveness through posture and eye-contact
Game Strategy 2: Active Listening

Control Obstacles

- Quiet, few interruptions or distractions
- Eliminate background noise
- Adjust position
Game Strategy 2: Active Listening

⚠️ Paraphrasing

- Changing the speaker’s words into your own
- Do not repeat back but capture meaning
- Invitation to continue speaking
- Echo feelings, don’t maximize or minimize
Game Strategy 2: Active Listening

- **Ask Questions**
  - Clarify
  - Get more information but don’t pry
  - Don’t ask questions:
    - To satisfy your curiosity
    - That will confuse
    - That are meant to send a message, not receive one

Get in the Game!
Game Strategy 2: Active Listening

- Suspend Judgment
  - Don’t prejudge
  - Do not evaluate unless asked
Game Strategy 2: Active Listening

- **Support**
  - Express understanding of person’s message and feelings
  - Does not necessarily mean agreeing
  - Never imply feelings are wrong
  - Don’t cast judgment
  - Support joy
Game Strategy 2: Active Listening

- Important to “other-oriented” communication
- Shows interest
- Goes beyond hearing
- Addresses feelings and content
- Prepare and PASS

Get in the Game!
Post Game Show!

Get in the Game!