

# The Communications Doctor



## LISTEN UP: LISTENING WITH YOUR EYES AND EARS

**SUSANNE GADDIS, PHD, CSP, CEO, THE COMMUNICATIONS DOCTOR  
KEYNOTE SPEAKER \* TRAINER \* EXECUTIVE COACH \* CONSULTANT**

*The doctor's diagnosis is IN: Good communication is contagious!*



Susanne Gaddis, PhD, CSP, and CEO of The Communications Doctor recognizes there is an epidemic of unhealthy interactions in today's society. The good news is – she shares prescriptions – easy and engaging tips and techniques that help foster a climate for positive, diplomatic and motivational communications. As a communications professor, Certified Professional Speaker (CSP), author and member of the National Speaker's Association, Susanne Gaddis, PhD, has taught the art of successful communication since 1989. A recognized interpersonal communications expert, Susanne has appeared on nationally syndicated radio, TV and video programming and has authored articles appearing in: *The Journal of Training and Development*, *The Whole American Nurse*, *Shape Magazine*, *The Handbook of Public Relations*, *Corporate Meeting Planner*, and on *Entrepreneur.com*. Current clients, benefiting from Susanne's action-focused, solution-oriented tips, and techniques include NASA Johnson Space Center, The American Nurses Association, Oracle, SAS, Blue Cross & Blue Shield, and Bayer Corporation. For additional information on Dr. Gaddis or to subscribe to receive her FREE newsletter, call 919-933-3237, e-mail: [gaddis@communicationsdoctor.com](mailto:gaddis@communicationsdoctor.com) or visit: [www.CommunicationsDoctor.com](http://www.CommunicationsDoctor.com), Twitter: @TheCommDoctor Facebook: CommunicationsDoctor

**“Keepers”**



Jeepers, Creepers, Where'd you get those “Keepers”

⊖ \_\_\_\_\_  
\_\_\_\_\_

⊖ \_\_\_\_\_  
\_\_\_\_\_

⊖ \_\_\_\_\_  
\_\_\_\_\_

⊖ \_\_\_\_\_  
\_\_\_\_\_

⊖ \_\_\_\_\_  
\_\_\_\_\_

⊖ \_\_\_\_\_  
\_\_\_\_\_

⊖ \_\_\_\_\_  
\_\_\_\_\_

⊖ \_\_\_\_\_  
\_\_\_\_\_

⊖ \_\_\_\_\_  
\_\_\_\_\_

⊖ \_\_\_\_\_  
\_\_\_\_\_



## Transactional Communication Model

 Sender

 Receiver

 Message

 Channel(s)

 Noise

 External

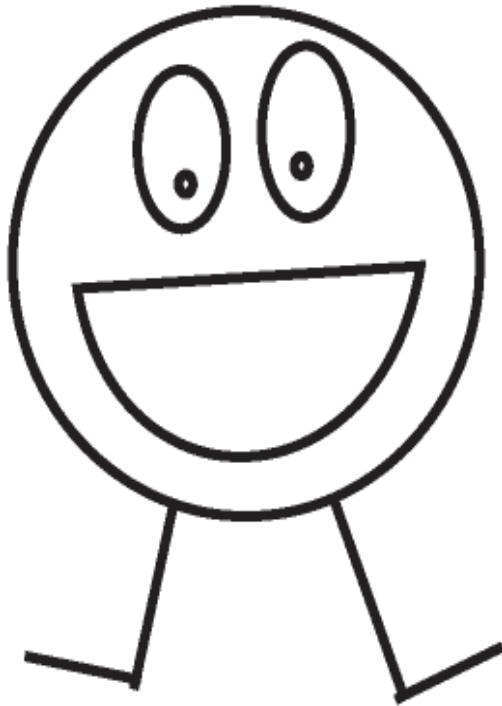
 Psychological

 Physiological

 Environment

# HOW TO BREATHE NEW LIFE INTO YOUR COMMUNICATIONS

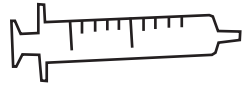
**C=P=R**



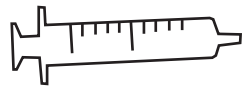
**Communication**

**Perception**

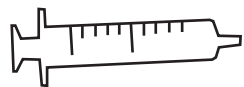
**Reality**



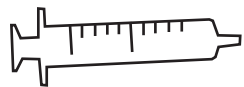
Preoccupation with self



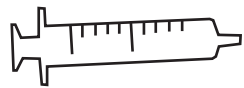
Preoccupation with external issues



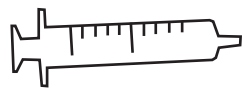
Sharpening



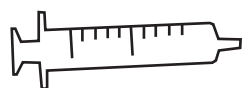
The friend-or-foe factor



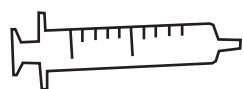
Message overload



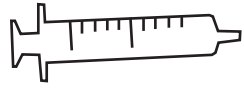
Rapid thought



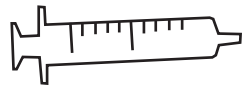
Lack of apparent advantages



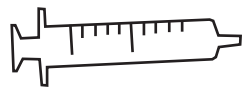
Lack of training



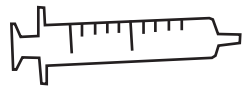
Cliches



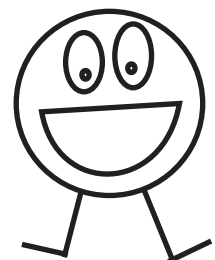
Facts



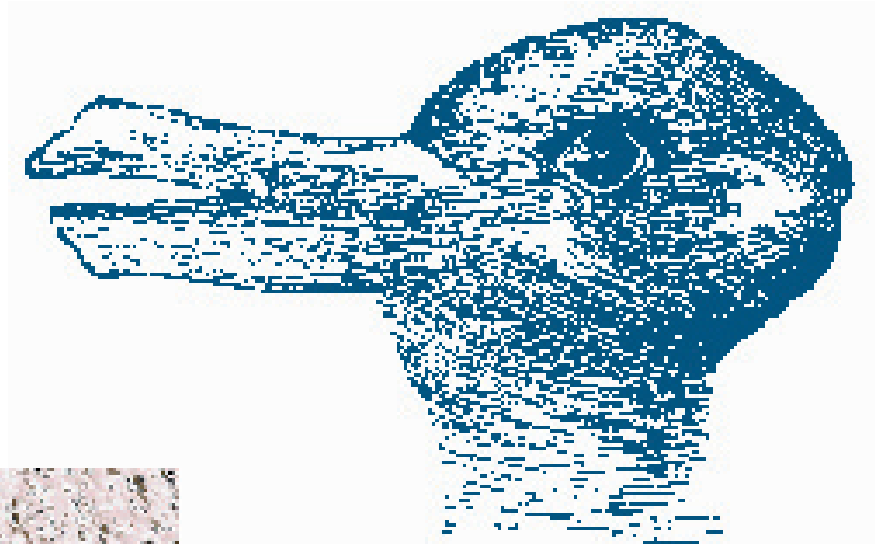
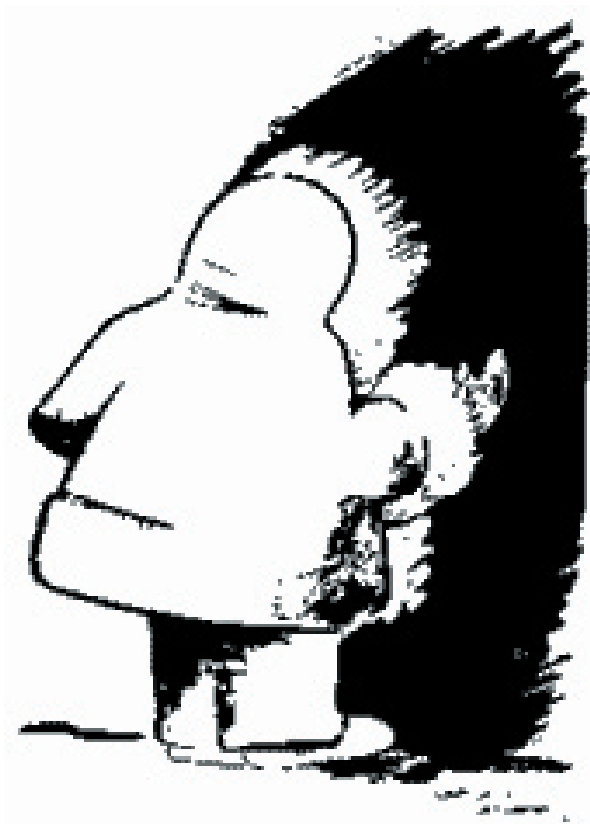
Opinions



Feelings



# How Wide Is Your Mental Framework?

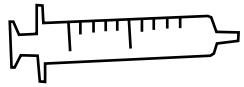


---

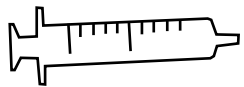
Seeking additional ways to improve your communication? Visit Susanne Gaddis, PhD, The Communications Doctor at: [www.CommunicationsDoctor.com](http://www.CommunicationsDoctor.com) or call 919-933-3237.



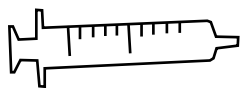
## Steps to Perception Checking



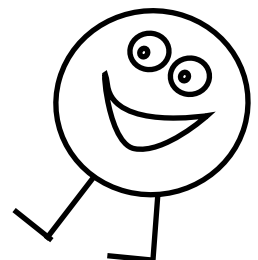
SHARE in your own words what you heard the person saying to you.



LABEL the persons feelings and or attitudes (sometimes these are given through non-verbal cues).



ASK for confirmation.

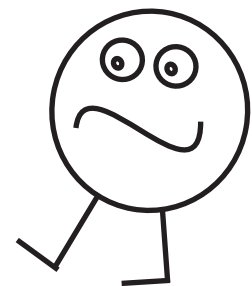
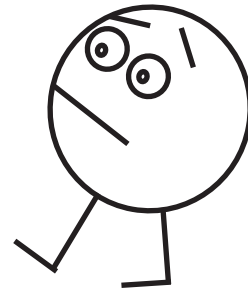






## Clarifying Statements

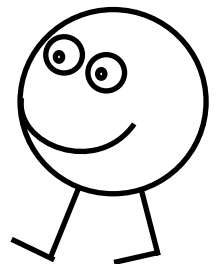
- ⓪ "I want to be sure I'm with you on this, could you please repeat what you just said . . ."
- ⓪ "Tell me more about the . . . you said that you found it to be . . . in what way?"
- ⓪ "Did you say . . ."
- ⓪ "Do you mean . . ." or  
"So basically what you mean is . . ."
- ⓪ "It sounds like . . ."
- ⓪ "What I understand you to say is . . . Is that right?"
- ⓪ "Will you clarify what you mean by . . .?"
- ⓪ "What specifically do you mean by . . ."
- ⓪ "In other words, if I'm understanding here . . ."
- ⓪ "So basically how you're feeling is . . ."
- ⓪ "Let me understand, what was going on for you was . . ."
- ⓪ "So what happened was . . ."
- ⓪ "Is there anything else I need to know?"
- ⓪ "Is that right? Are those the main issues/things that we need to focus on?"





## Brainstorm

Below please list non-verbal behaviors that let others know that you are interested.





- ⊖ "So what's going on for you is . . ." or "So where you're at is . . ."
- ⊖ "I want to make sure we're on the same page here" or "Is this the situation as you see it?"
- ⊖ "I want to make sure I'm with you on this, can you please repeat what you just said."
- ⊖ "Tell me more about the . . . you said that you found it to be . . . in what way?"
- ⊖ "Did you say . . ." or "It sounds like . . ." or "Do you mean . . ." or "So basically what you mean is . . ."
- ⊖ "So what you're needing, from me/us to . . . Is that right?"
- ⊖ "Will you clarify what you mean by . . .?"
- ⊖ "What specifically do you mean by . . ."
- ⊖ "What just happened?"
- ⊖ "So what you're feeling is . . ." or "So what you're thinking is . . ."
- ⊖ ". . . then you think we should proceed by . . ."
- ⊖ ". . . Is there anything I've left out?" or ". . . Is there anything else that I can do to help you . . ."
- ⊖ ". . . Is that right? Are those the main issues/tasks that we need to focus on?"



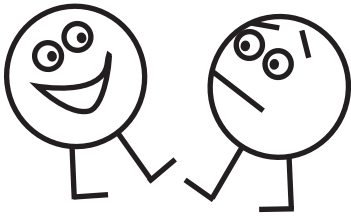
## Listening for Emotions

Accepted  
Alive  
Amazed  
Ambitious  
Appreciative  
Assured  
Brave  
Carefree  
Comfortable  
Composed  
Content  
Confident  
Delighted  
Determined  
Ecstatic  
Effervescent  
Elated

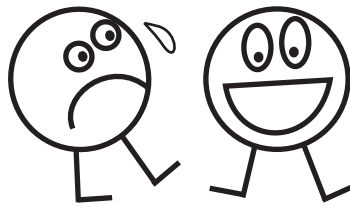
Enthusiastic  
Excited  
Exalted  
Exhilarated  
Flattered  
Fortunate  
Free  
Friendly  
Fun  
Generous  
Giddy  
Glad  
Glorious  
Great  
Happy  
Hopeful  
Impressed

Incredible  
Interested  
Joyful  
Loving  
Marvellous  
Mellow  
Merry  
Optimistic  
Passionate  
Peaceful  
Perky  
Playful  
Pleased  
Positive  
Radiant  
Relaxed  
Relieved

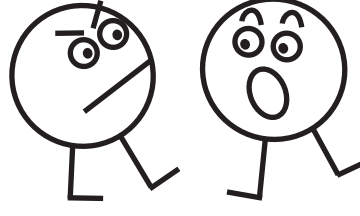
Remarkable  
Romantic  
Satisfied  
Secure  
Sensational  
Serene  
Sentimental  
Special  
Spunky  
Strong  
Surprised  
Supportive  
Superb  
Terrific  
Tender  
Warm  
Wonderful



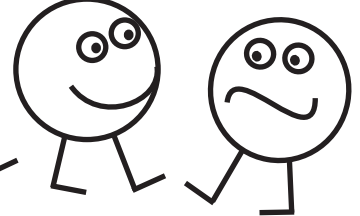
Afraid  
Aggravated  
Angry  
Annoyed  
Anxious  
Apprehensive  
Ashamed  
Bitter  
Bored  
Cold  
Confused  
Defeated  
Defensive  
Devastated  
Disappointed  
Disgusted  
Disturbed



Embarrassed  
Empty  
Envious  
Exhausted  
Fearful  
Foolish  
Frustrated  
Furious  
Glum  
Harassed  
Helpless  
Hostile  
Humiliated  
Hurried  
Hurt  
Impatient  
Inhibited



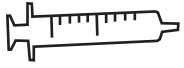
Insecure  
Intimidated  
Irritable  
Jealous  
Lonely  
Mean  
Miserable  
Mixed up  
Mortified  
Neglected  
Nervous  
Numb  
Paranoid  
Pessimistic  
Possessive  
Pressured  
Regretful



Resentful  
Restless  
Sad  
Scared  
Shaky  
Shocked  
Sorry  
Suspicious  
Tense  
Terrified  
Tired  
Trapped  
Ugly  
Uneasy  
Vulnerable  
Weak  
Worried

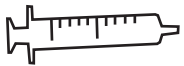


## Direct Versus Indirect Communication



### DIRECT

- ⊖ When you are the expert
- ⊖ When you're short on time
- ⊖ When there is one right way to do something
- ⊖ When the person is unaware of the need
- ⊖ When the person wants to be told what to do
- ⊖ When the outcomes are regulated by law, policy or procedure



### INDIRECT

- ⊖ When they are an expert
- ⊖ When their commitment to the solution is critical
- ⊖ When your goal is to create collaboration and synergy
- ⊖ When the directive approach would be inappropriate because of role or power differences



## What To Say When You're Stuck!

- ⊖ What would you like for me to do with this information?
- ⊖ You have a solid understanding of what the situation is, therefore I want you to help us arrive at a solution.
- ⊖ So what would you prefer to do?
- ⊖ Educate me on how you see this working.
- ⊖ What would you like to see happen?
- ⊖ So what you need from me is . . .
- ⊖ Is there anything else that I can do to help you . . .
- ⊖ Then you think we should proceed by?
- ⊖ Could you elaborate/expand on that?
- ⊖ Is there anything that I/we can do?
- ⊖ Do you want me to listen or would you prefer that I give you suggestions?
- ⊖ It looks like we're on the right track, and I'd like to see . . .
- ⊖ Have you explored other ideas/options?
- ⊖ Is there anything else that you'd like to tell me . . .
- ⊖ In order to make this happen I/we'll need . . .
- ⊖ So what is going to get us back on track?
- ⊖ In order to answer you I need . . .
- ⊖ So what are our next steps?
- ⊖ So how can we resolve this?
- ⊖ So knowing this, what should be our plan of action?
- ⊖ So what's your plan on how to get through this?
- ⊖ So what's your plan on how to get started?
- ⊖ What is your proposed solution?
- ⊖ So what are our options?
- ⊖ What outcome are you looking for?
- ⊖ Are you open for suggestions?
- ⊖ What is it that you'll need to move forward?
- ⊖ What result would work for you/your team?
- ⊖ So, what will your response be?
- ⊖ What can I/we do to help?
- ⊖ So what have you learned from this experience?
- ⊖ So we all agree that . . .
- ⊖ Give me some examples.

# Appreciative Inquiry Sample Questions

---



1. Describe a high point or peak experience in your life or work up to now?
2. Describe your three greatest accomplishments to date?
3. What has made these accomplishments stand out for you?
4. What have you incorporated into your current actions from your past accomplishments?
5. How could you use what you've learned from these accomplishments to assist you in making future changes?
6. What do you want to achieve the most in the next three years?
7. How do you want to keep moving forward for yourself?
8. What keeps you motivated at work?
9. List five adjectives that describe you at your best?
10. What one or two things do you want more of?
11. What's a small step that could take you in the direction of doing more of what you want?
12. What are the times when you are at your best as a manager?
13. Talk about some peak experiences you've had as a manager.
14. Who do you admire for their skills and abilities in managing staff?
15. What are one or two things you'd like to do more of as an effective manager?
16. What successes do you see yourself celebrating as a manager?
17. When you are faced with a challenging management situation, what does taking decisive action look like?
18. What does it feel like when you are comfortable and confident in handling management situations?
19. What do you need to feel on top of your game as a manager?
20. What do employees most appreciate about your management style?
21. What would being "well regarded by others" mean to you?
22. What support do you give other managers who come to you for advice on handling their management situations?

# Appreciative Inquiry Sample Questions



23. Tell me about a time when compelling communication allowed you and another person to really connect and to work together exceptionally well. What was the situation? What was it about you, the other person, and the communication that made this possible?
24. Tell me about a time when you were part of an exceptional cooperation with a customer or customer group. How did this happen? What made it so special? What did you learn from the experience?
25. When you reflect on your time with this organization, what is the greatest contribution it has made to you and your life?
26. Where in the organization is participatory decision-making at its best? What contributes to it? How does it work?
27. Tell me about a time that was particularly fun at work. What was the high point of this time? What made it fun?
28. When people are in leadership positions, what two or three things can they do that will help you be the best you can be?
29. What trends and changes are you seeing in the world that excite you and give you a sense of the confidence in the possibilities for the organization's future?

Below please write 5 additional work-related questions that you can ask your coworker that will elicit a positive and thought provoking response.

1.

2.

3.

4.

5.

