





Rules of Engagement

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Communication

- Verbal versus Non-Verbal
- Conscious or Unconscious
- Indicative of:
 - Personality
 - Background
 - Social Conventions (Culture of the workplace)



Rules of Engagement

- Speaking
 - Listening
 - Non-verbal Signaling
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Speaking

- Clearly Stating the Issue
 - Facts
 - Present Impact
 - Thoughts
 - Feelings
 - Wants/Needs for Self and Stakeholders
 - Plan of Action


Listening

- Attending
- Tracking
- Reflecting
- Summarizing
- Ask for More Information (Open-ended)


The Power Traps

- Interrogator
- Intimidator
- Aloof
- Poor Me





5 Successful Relating Tips

- Keep Issue in the Present
 - Do not Interpret Internal Process of Others
 - Use Straight Talk
 - Take Your Communication Partner at his/her Word
 - Say What You Need
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Try It Out

Speaking

- Facts
- Present Impact
- Thoughts
- Feelings
- Wants/Needs for Self and Stakeholders
- Plan of Action

Listening

- Attending
 - Tracking
 - Reflective
 - Summarizing
 - Ask Open Ended Questions
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