



# Effective Communication

## WORKBOOK



## What can effective communication look or sound like?

Effective communication represents the process of exchanging thoughts, opinions, and ideas in a manner that ensures the purpose of the said communication process is fulfilled in the best conceivable way.

Effective communication can be broken into four major categories:

- Values and Styles
- Intentional Connection
- Active Listening
- The Message

## Values and Styles

Values-Oriented Communication: try asking about what people value in exchanges?

- **Spontaneity and Flexibility:** Dynamic, less transactional, less static, or less structured communication
- **Productivity:** More transactional, performance and expectation oriented, etc.
- **Acceptance, Security, Affirmation:** Feedback and celebration based
- **Equality and Fairness:** Seeking consensus, buy in with decision-making
- **Authenticity, Honesty, Trust, Openness:** Being real and genuine, transparent
- **Confidentiality and Trust:** Being faithful and committed to the other person to keep their confidences

Of the value-oriented communication styles listed above, choose two that best describe how you communicate and provide an example below:

Value 1: \_\_\_\_\_

Value 2: \_\_\_\_\_

Choose a value-oriented communication style you would most like to develop or improve on.

Value: \_\_\_\_\_

Communication Style: What style(s) of communication work best for you  
(Refer to the tip sheet for examples of factors to consider surrounding communication styles)

**Style 1:** \_\_\_\_\_

**Style 2:** \_\_\_\_\_

### Intentional Connection

There are four main ways we have selected to create an intentional connection; they are:

- Values and Styles
- Create consistent opportunities to connect
- Pick the right medium
- Feedback

Choose one of the four ways to establish an intentional connection and describe how it applies to your effective workplace communication

**Intentional Connection:** \_\_\_\_\_

### Active Listening

The three components of active listening featured are:

- Non-verbal Cues
- Verbal Cues
- Staying Present

Choose one of the three components of active listening you feel provides the greatest impact to the communication process and explain why:

**Component of active listening:** \_\_\_\_\_

Choose the component of active listening you feel you recognize and react to the best; explain below:

**Component of active listening:** \_\_\_\_\_

### The Message

The seven Cs within the actual message are important to assist in effective communication; they are:

- Clarity
- Coherence
- Confidence
- Correctness
- Consciousness
- Concreteness
- Courtesy

(Refer to the tip sheet for examples/explanations of each C in the message process)

Choose two of the seven Cs of the message that you feel have the greatest impact on effective communication and explain why:

**C 1:** \_\_\_\_\_

**C 2:** \_\_\_\_\_

### Barriers

Five factors of communication that may create a barrier are:

- Language
- Psychological
- Physiological
- Systemic
- Attitudinal

(Refer to the tip sheet for explanations of each factor)

Choose one of the five factors you feel presents the greatest barrier to effective communication in your workplace and explain why:

**Communication Factor:** \_\_\_\_\_

