Effective Professional Communication
Creating positive workplace interactions and managing conflict

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You cannot NOT communicate!

Assessment: Communication Competence Self-Assessment

Rate yourself on a scale from 0 (no ability) to 7 (great ability) for each skill statement below.

1. Understanding nonverbal messages. _____
2. Managing conflict. _____
3. Asserting yourself (without being aggressive). _____
4. Using language appropriately. _____
5. Overall ability to listen to others well. _____
6. Put yourself in another’s shoes. _____
7. Manage changing circumstances (being flexible). _____
8. Persuade others. ______
9. Know what is appropriate in any given circumstance. ______
10. Expressing clearly what you need from others. ______
11. Completing tasks in a small group situation. ______
12. Treating people as individuals. ______

Goals of Communication

To create ______________ meaning
Express _______________________
Convey value and ______________

Listening

The more I move beyond unexamined assumptions, the more I understand the other’s perspective & have a more accurate and mutually beneficial interpretation of message.
Four Active Listening Methods:

1. ______________________
2. ______________________
3. ______________________
4. ______________________

Benefits of listening:

Non-verbal Communication

Estimated between _______% and _______% of a message’s meaning is nonverbal.

Types of Non-verbal:
Facial display
Vocal Qualities
Gestures/ Body language
Use of time

How Learning Occurs:

🌟 ___% occurs through sight alone
🌟 ___% through hearing
🌟 ___% through touch
🌟 ___% through smell and taste.

Sredl & Rothwell, 1987
Constructive Feedback Activity

Always begin with “I” “I have become aware that…”
“I have noticed…” “I feel that…”,

Be descriptive about other’s behavior / your observations, Stick to things you know for certain (the facts), Do NOT attribute assumed motivations, Discuss how the person’s action impacts them/you and what you would like to see done, End by asking individual for feedback.

1. In groups of 2 or 3, write out a scenario in which there is a need to provide constructive feedback.
   Ex: You have a colleague who doesn’t pitch in when the team or group needs them to because “that’s not my job”.

2. Swap scenario with another group and create a script for how you would handle deliver the constructive feedback.