



Eagle Works  
TENNESSEE TECH

# EFFECTIVE COMMUNICATION

WEDNESDAY, FEB. 5, 5 p.m.  
iMakerSpace

[WWW.TNTECH.EDU/EAGLEWORKS](http://WWW.TNTECH.EDU/EAGLEWORKS)

**The single biggest problem in communication is the illusion that it has taken place.**

**- George Bernard Shaw**

# Communication Process

**Communication:** the act or process of using words, sounds, signs, or behaviors to express or exchange information or to express your ideas, thoughts, feelings, etc., to someone else

Everyone shares and processes information differently  
Does not mean ineffective communicators

Embrace complimentary differences  
See things from different angles  
Constructing better communications for different audiences

# Communication Examples

- Verbal
- Non-verbal
- Written
- Listening

# How do YOU communicate?

## **1<sup>st</sup> step in effectively communicating:**

- Understanding how YOU communicate
  - Everyone communicates differently
  - There's no one right way to communicate

## **Put yourself in the other person's shoes**

- “How will my team mate perceive this question?”
- “Will this information be helpful for the counselors and easily understood?”
- This requires a basic understanding of how your receiver communicates

# Activity 1

- You will have 5 minutes for this task
- **WITHOUT TALKING**, place yourselves in a single line according to Birthday  
(only by the day and month, not year)

# Activity 2

<http://bit.ly/4TempTest>

# The 4 Temperaments: Why?

## **Help us identify our strengths and weaknesses**

- Direction for combatting natural weaknesses
- Allows us to live in our strengths
- Aides us in acquiring strengths outside of our natural temperament(s)
- Helps us to relate better

## **Help us empathize with those around us**

- You can't change other people, but you can change the way you approach them
- FYI – Temperamental weaknesses often present themselves in times of stress, sleep deprivation, situations in which we feel uncomfortable, etc.
- SO, when your melancholic roommate has stayed up all night working on their part of the business plan to hammer out EVERY tiny detail...



# This Isn't About Pigeon-holing

These temperament descriptions are not the end all, be all, and each and everyone is unique

They are also not meant to be used as excuses

EXAMPLE: I'm a BLANK and that's one of my natural weaknesses, so it's okay

We are merely using this as a tool to aid you in understanding yourself and your peers for more effective communication

# Sanguine

## In a nutshell: Social butterfly

- Place in team setting: **creative thinker**
- Emotional needs: attention, acceptance “as is,” affection, approval
- Best at: making initial contact with people, creating enthusiasm and excitement, encouraging and uplifting others, ensuring the group has fun
- Can be: Easily distracted and forgetful
- Presentation style: Humorous with a light touch
- Be aware: Can come on overly happy or “cute,” not always taken seriously, can be frivolous with money
- Examples: Mr. Aikens, Penny (Big Bang Theory), Joy (Inside Out)

# Choleric

## In a nutshell: Risk-taker

- Place in team setting: **Leadership role**
- Emotional needs: Loyalty, sense of control, appreciation, accomplishment
- Best at: Motivating people into action, directing plans and productivity, providing quick and clear instructions, ensuring group sees the immediate gain
- Can be: Impulsive and intimidating
- Presentation style: Authoritative and convincing
- Be aware: Can be perceived as overpowering
- Examples: Tony Stark, Katniss Everdeen, Jim Kirk

# Phlegmatic

## In a nutshell: Mediator

- Place in team setting: **Supportive role**
- Emotional needs: peace and quiet, feeling of worth, lack of stress, respect
- Best at: Ensuring group is relaxed and comfortable, working toward compromise in conflict, remains calm and functional among chaos, avoids overreacting in negative situation
- Can be: Undisciplined and indecisive
- Presentation style: Believable
- Be aware: Can be perceived as overly nonchalant, appears unenthusiastic and indifferent, not the best motivators
- Examples: Luna Lovegood, Raj (Big Bang Theory), Jim (The Office)

# Melancholic

## In a nutshell: Perfectionist

- Place in team setting: **Details person**
- Emotional needs: Sensitivity, support when down, space, silence
- Best at: Planning and explaining the details, keeping financial records straight, being sensitive to the needs of others, ensuring the group sees the long-range goal
- Can be: Easily distracted by detail and critical
- Presentation style: Accurate and sincere
- Be aware: Can be perceived as overly intellectual and removed, may make others feel less intelligent, can get lost in the details of a situation
- Examples: Hermione Granger, Temperance Brennan (Bones), Spock (Star Trek)

# Sending & Receiving Information

Knowing you and your team members' temperaments will help your team to build a psychologically safe workplace and cultivate meaningful exchanges of information

When sending information, it must be well thought out when giving constructive criticism or opinions

When receiving information, don't get feelings hurt

- We can be overly passionate

- Many times you NEED to hear criticisms

Everyone has off-days, causing our temperament weaknesses to flare

- Lack of sleep and stress are common drivers

- Important to bring up issues early on before they become grudges, cause problems

# Information Organization - SBAR

Information must be well organized to be effective

SBAR bridges communication gaps

Shared expectation between sender and receiver

- Especially in life or death situations

- Life or death of your team/business

Adapted to business as a structure/format

- Written and verbal

- Improves communication with different people, backgrounds, temperaments

# Information Organization - SBAR

**S**ituation

**B**ackground

**A**ssessment

**R**ecommendation



# Information Organization - SBAR

## Situation

- Identify the problem and concern and provide a brief description of it
- When communicating with people/teams who do not know you- identify yourself, then describe your concern

# Information Organization - SBAR

## Background

- Provides clear, relevant detail about the situation and the reason for the communication
- Details surrounding the situation

# Information Organization - SBAR

## Assessment

- Your professional conclusion
- The evaluation or estimation of the nature, quality, or ability of someone or something
- Judgement of the situation and background

# Information Organization - SBAR

## Recommendation

- Your ideas for solving the problem
- Explicit statements: what is required, how urgent, what action needs to be taken
- Helpful to ask the receiver if they agree or disagree, have any questions or concerns, repeat information

# Activity 3

Separate into teams and take a blank index card and a pen.

- 1 member from each team will take their index card, and write a phrase on it.
- Pass the index card to the next person to the right.
- This person will now draw a picture of the phrase on their own BLANK index card.
- Pass the illustrated index card to the right. Hold on to the phrase.
- The next person will now write a caption on their BLANK index card describing the picture they received.
- Pass the caption to the next person. Hold on to the illustration.
- Continue until all members of the group have gone.

# Final Comments

Effective communication is vital to your success

Takes practice and commitment

The more you practice, the easier it becomes

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