“Can You Hear Me Now? — Tools For Effective Communication”
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Effective communication is a constant challenge for all of us, whether it is in our own personal lives or our professional lives. Why is that? It’s because we are human and we are not all alike. That’s what makes us wonderful and effective in our various roles within our practices, but that can also be what drives us away from creating those meaningful and effective relationships within the workplace. Think about all of the individuals within your hospitals and how diverse their personalities are. Wouldn’t it be great to know how to communicate effectively with everyone in your practice?

Everything DiSC®
In our hospitals, we utilize a communication tool called DiSC®:
- DiSC helps you gain a better understanding of yourself and how you communicate.
- It helps you improve working relations by recognizing the communication needs of others
- Helps you facilitate better teamwork and minimize team conflict.
  ("Emotional Intelligence in Leadership: Learning How to Be More Aware", 2017)

Once you have that basic understanding of self, it is then important to understand how your DiSC® style and behaviors affect those around you which is where emotional intelligence comes into play. Two common characteristics that effective leaders share is the ability to build meaningful and effective relationships and as well as fostering a culture of open communication within their teams. This is why it is so important for leaders to develop their own emotional intelligence. Emotional intelligence is an individual’s ability to identify and manage their own emotions, their ability to identify and understand the emotions of others and their ability to understand how their emotions can influence others. ("Emotional Intelligence’s affect on the ability of a leader to make effective decisions in the modern organization", 2017)

Model of Five Dimensions as described by Daniel Goleman:
- **Self-awareness**: The ability to identify your own moods, emotions and drivers and how they can affect others
- **Self-Regulation**: The ability to think before you act by monitoring and controlling your own behavior, emotions and thoughts.
- **Internal Motivation**: An inner vision or drive for learning, personal growth and self-improvement.
- **Empathy**: The ability to identify and understand the emotions of others.
- **Social Skills**: The ability to foster relationships by establishing common ground, building trust through communication, establishing networks based on diplomacy, and guidance toward a common goal.
It’s tough to be a leader because not only are you responsible for managing your own emotions, but you are also challenged with managing the emotions of others. The more connected you are to your own emotions, the greater your ability will be to connect with others and ultimately creating a synergistic effect with your team. Your team is looking at you for social and verbal cues on what is acceptable and what is not acceptable. It is important for you as a leader to recognize that your actions are always being observed. It is up to you to recognize the degree of impact you can have on your team. Emotions are contagious. Whether we notice it or not, we are always communicating something either verbally or non-verbally.

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How you manage your emotions will have an effect on everyone within your organization. As noted earlier, emotions are contagious. Negative emotions generate poor employee engagement, poor longevity and poor customer service. Positive emotions create happy, engaged employees who want to stay with your company and your clients will notice.

As a leader it is important to take the time to look within and identify who you are and how you communicate. Next, identify how the members of your team communicate. Now, look within yourself again and identify ways that are effective in communicating with others that recognizes the importance of the thoughts and feelings of those you are communicating with. Practice patience and understanding and lift your team up.

**References:**


