

Kupu's Mission Statement

- To empower youth to serve their communities through character-building, service-learning, and environmental stewardship opportunities that encourage pono (integrity) with Ke Akua (God), self, and others.

Communication

- Sharing of _____
- Requesting for _____

The Four Components of Successful Communication



Other Consideration of Successful Communications

- Body gestures
- Distance between parties
- Distraction(s)
- Enunciation (clearly, effectively)
- Facial expression
- Intonation (rise and fall of voice)
- Stance
- Tone (volume)

Mirror, Mirror on the Wall...

- ✓ What do you see?
- ✓ What do you hear?
- ✓ What is the message I am trying to convey?
- ✓ Who is my audience?
- ✓ Do I need to adjust my communication style?
- ✓ How can I ensure that my message is understood?
- ✓ How did I express my message?

- ✓ Were there any distractions?
- ✓ Do I need to ask my audience to repeat what I said to ensure that my message was understood?
- ✓ Do I need diagrams or pictures to ensure that my communication is delivered properly?
- ✓ Do I need to demonstrate my message?

Integrity & Legacy

- Everyone has _____
- Everyone has a _____

Trust & Respect

- We all desire _____ and _____
- Therefore, I should extend _____ and _____

The Listener / Learner (Audience)

- _____
- _____
- _____
- _____

Five Conflict Management Styles

1. Avoiding
 - A. The non-confrontational approach
 - B. Pros
 - 1) Does not escalate conflict
 - 2) Postpones difficulty
 - C. Cons
 - 1) Unaddressed problems
 - 2) Unresolved problems
2. Collaborating
 - A. Problems are resolved together
 - B. All parties get what they want
 - C. Negative feelings are minimized
 - D. Pros
 - 1) Creates mutual trust
 - 2) Maintains positive relationships
 - 3) Builds commitments

- E. Cons
 - 1) Time consuming
 - 2) Energy consuming
- 3. Competing
 - A. Authoritarian approach
 - B. Pros
 - 1) Goal oriented
 - 2) Quick
 - C. Cons
 - 1) May breed hostility
- 4. Compromising
 - A. The middle ground approach
 - B. Pros
 - 1) Useful in complex issues without simple solutions
 - 2) All parties are equal in power
 - C. Cons
 - 1) No one is ever really satisfied
 - 2) Less than optimal solutions get implemented
- 5. Harmonizing
 - A. Giving in to maintain relationships
 - B. Pros
 - 1) Minimizes injury when we are outmatched
 - 2) Relationships are maintained
 - C. Cons
 - 1) Breeds resentment
 - 2) Exploits the weak

Intent vs. Impact

- Ensure, as best as possible, that you intent is _____ with the impact.

Deflect, Defuse, Demonstrate

- 1. Deflect
 - A. Let the person's negative statements and energy "bounce" off
 - 1) Remember that "What gets rewarded gets repeated"
 - 2) Think, "I'm rubber, you're glue..."
 - 3) Goal: remain clear-headed so you can assess the situation and determine the appropriate response
 - B. Affirmations you could say to yourself?

2. Defuse

- A. Use non-verbal and verbal communication skills to neutralize the person's behavior and increase your chances of being heard and understood
 - 1) Observe the person's behaviors and choice of words
 - 2) Listen, Reflect and Probe: "What I'm hearing you say is...Does that sound accurate? Is there anything else?"
 - 3) Blend: Verbal and non-verbal communication that is different from the other person's
 - 4) Contrast: Verbal and non-verbal communication that is different from the other person's
 - 5) The goal is to stay calm, show understanding and empathy (when appropriate) and find out how you can help so you can move the conversation from problems to solutions
- B. What is your typical reaction to the person's difficult behavior (fight or flight)?
- C. What can you do or say to Blend and/or Contrast with the person in order to Defuse?

3. Demonstrate

- A. Model the verbal and non-verbal communication skills you want the other person to use with you. You may not see immediate effects, but at least you will not be "adding gasoline to the fire."
- B. Passive – Aggressive – Passive Aggressive - Assertive communication styles
- C. Neutral language: Choose words that describe observable behaviors and effects vs your interpretations of a person's intentions and effect.
- D. Language that diminishes value of what the other person says
 - 1) "Yes, and..." instead of "Yes, but..."
 - 2) "...Anyways..." or "... okay?..."
- E. Not-Your-Typical-I-Statements: I've noticed, I'm concerned, I need your help, I want to make sure I understand, I want to be able to help you, etc.
- F. Validate and move on: "I understand you feel (think) that way. Others have felt (thought) that way, too. What I've found is..."
- G. Which of these verbal or non-verbal communication skills is hardest (or feels least natural) for you to do?
- H. Why do you think that is?
- I. What will you try to do or say differently the next time you are faced with this type of difficult behavior?

In My Control vs. Out of My Control

- What's in my control, I _____ change
- What's out of my control, I _____ change
- What's out of my control, I _____ influence
- What's out of my control, I must _____ what's out of my control

Emotional Intelligence (EQ)

- Resources
 - Emotional Intelligence (EQ): Definition, Components & Examples, by Mia Belle Frothingham. www.simplypsychology.org/emotional-intelligence.html
 - What Is Emotional Intelligence? Traits, How To Test And More, by Santilli, Mara and Rufus Tony Spann, Ph.D., L.C.P.C, L.P.C. www.forbes.com/health/mind/what-is-emotional-intelligence/

People Interaction: Self Reflection

1. Summary
 - ▶ What are the key components necessary for successful communication to occur?
 - ▶ What are the key components necessary to have successful relationships?
2. One of my strengths... _____

3. I need to do more... _____

4. I need to develop... _____
