

Welcome Baby Hospital Liaisons Peer to Peer Communicate Quickly and Effectively February 16, 2022

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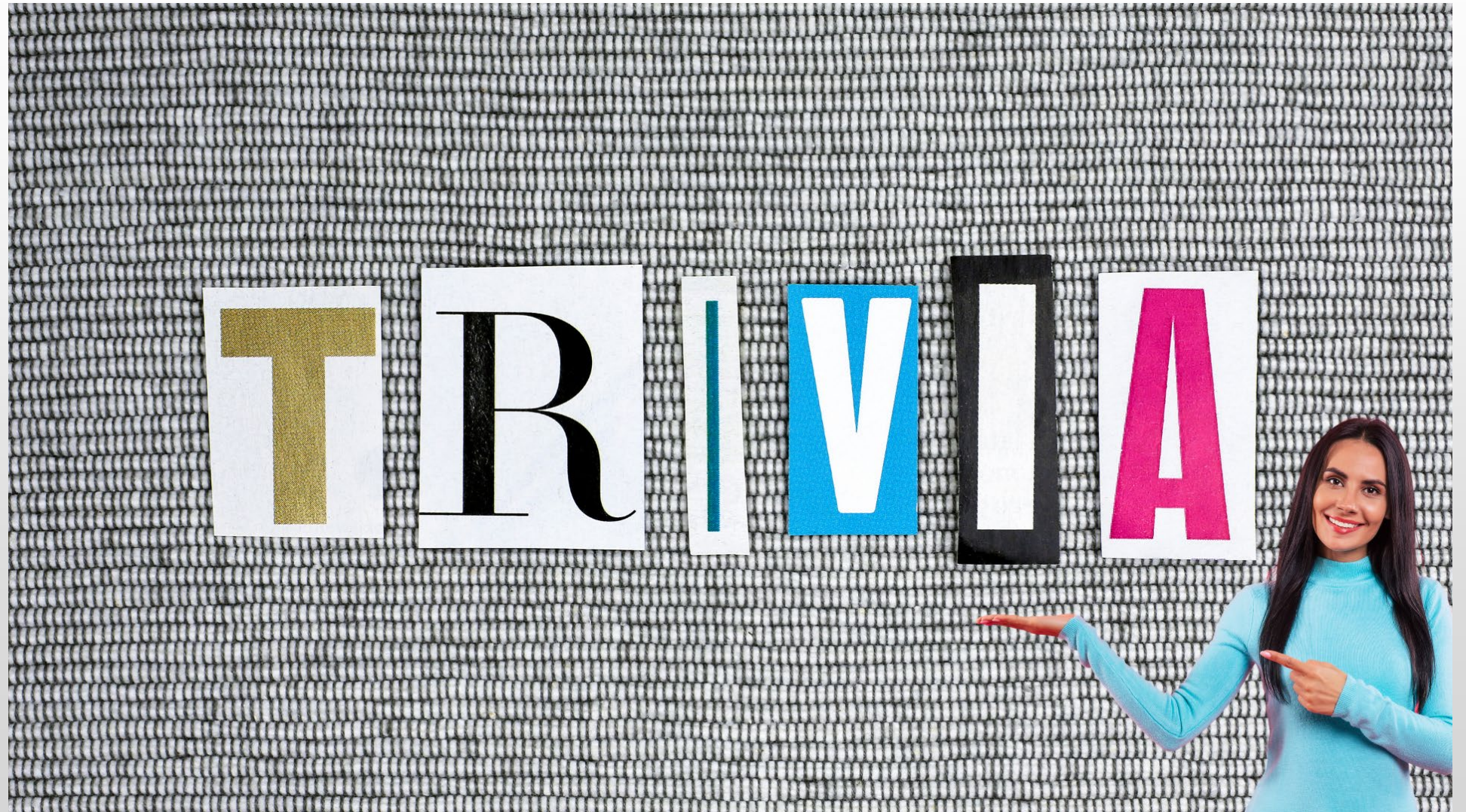
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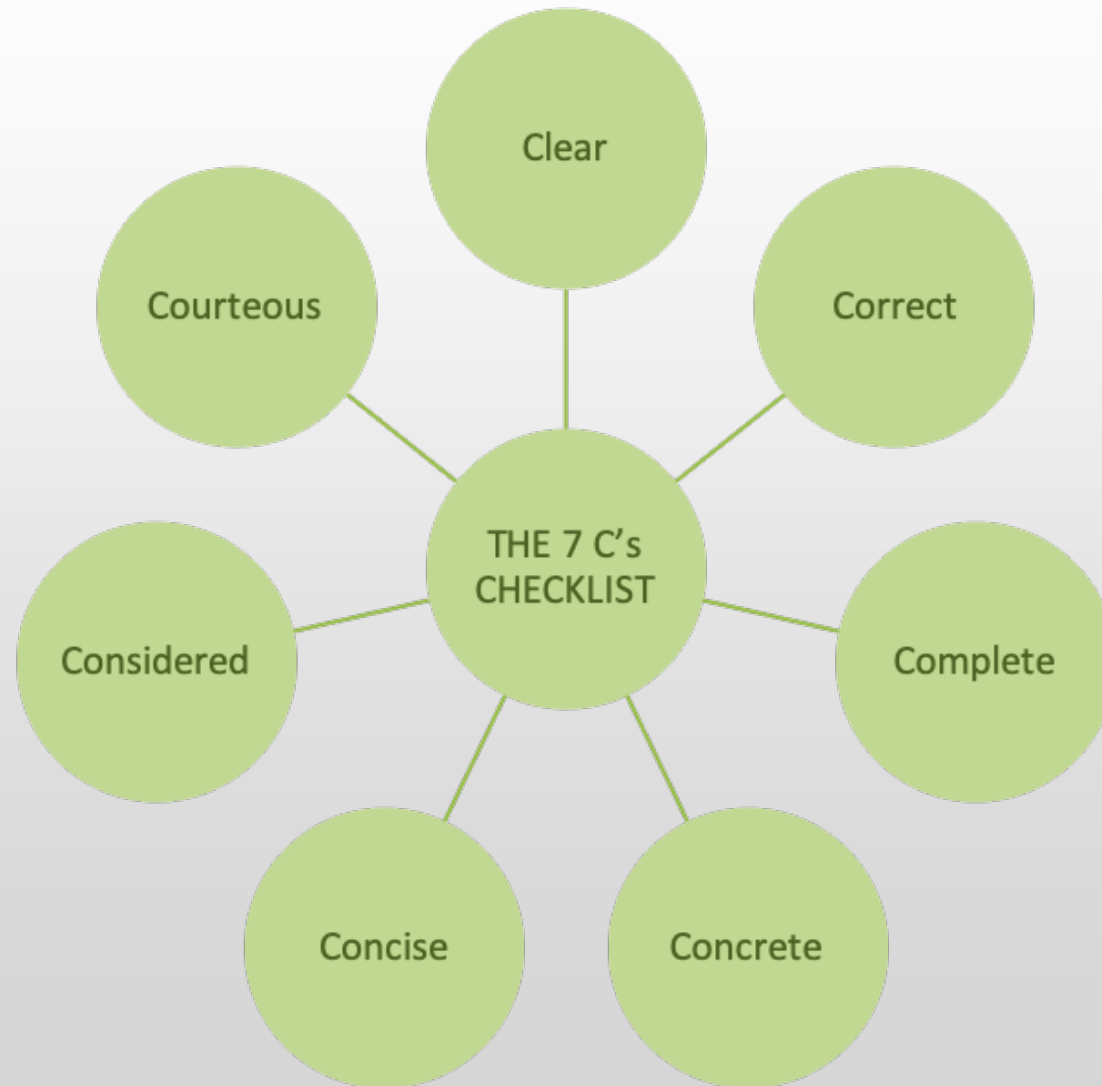


ICEBREAKER

Go to: ahaslides.com/WBHL

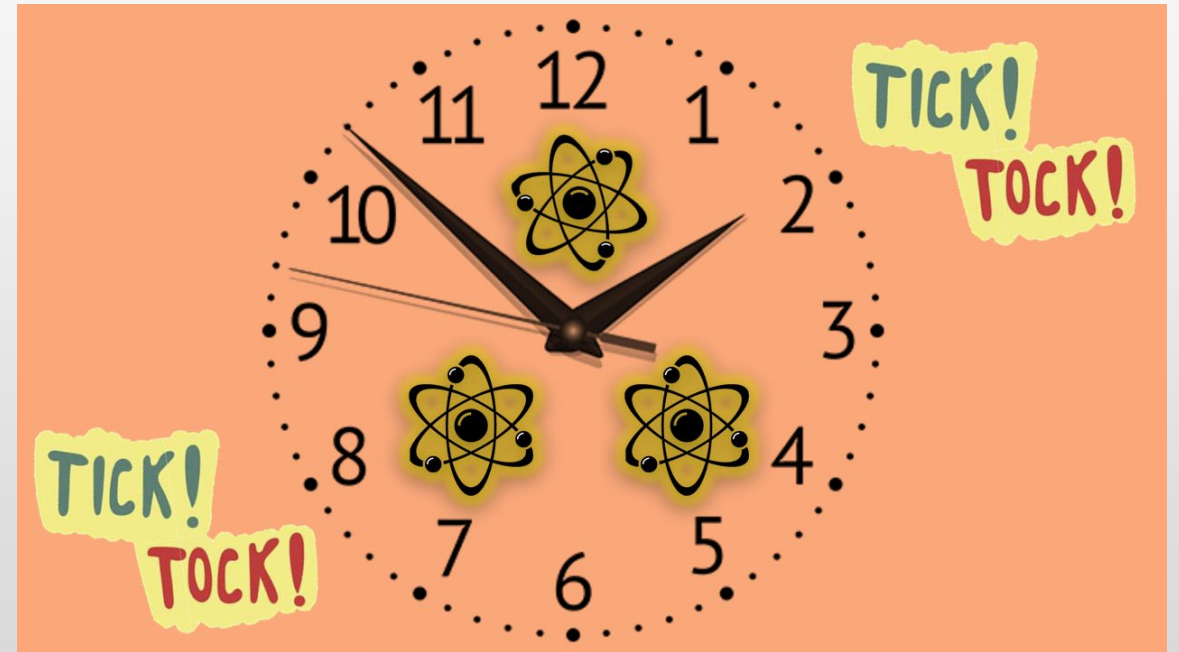


The 7 C's of Effective Communications



Reality Check

- You don't have much time, so to think that you can consciously go through a 7-part checklist and keep it in mind as you're speaking is not realistic.
- There is one thing that will improve your effectiveness more than any form of communication.



Body Language Video

[https://drive.google.com/file/d/18uFF4SAOumk7kXbUGkuquW_Pz4gWCbba/view?usp=share link](https://drive.google.com/file/d/18uFF4SAOumk7kXbUGkuquW_Pz4gWCbba/view?usp=share_link)

Body Language

- Your client needs to trust you in order to believe you and be open to the opportunities of the program.
- You can establish trust much quicker with your body than your mouth.



Facial Expressions

- Facial expressions. The human face is extremely expressive, able to convey countless emotions without saying a word.



Body Movement & Posture

- Consider how your perceptions of people are affected by the way they sit, walk, stand, or hold their head.
- The way you move and carry yourself communicates a wealth of information to the world.



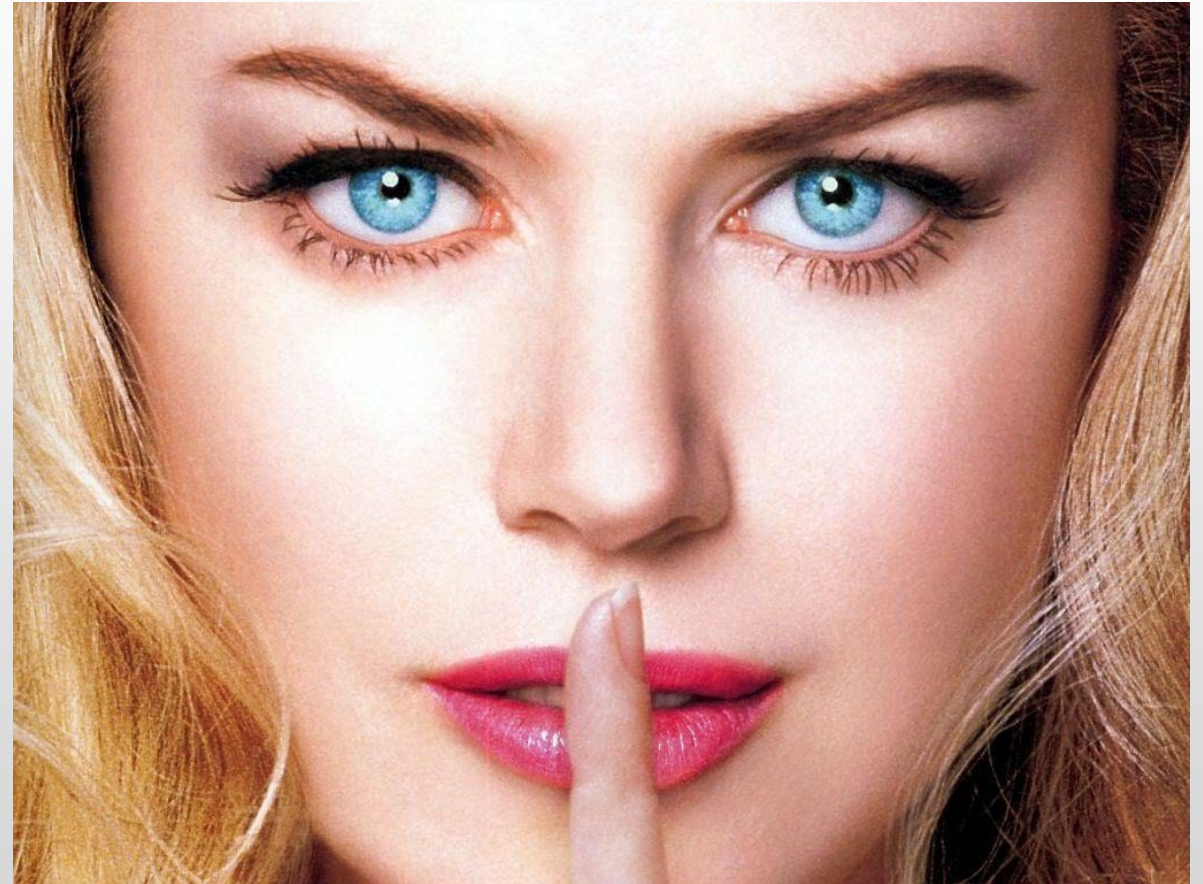
Gestures

- Gestures are woven into the fabric of our daily lives. You may wave, point, beckon, or use your hands when arguing or speaking animatedly, often expressing yourself with gestures without thinking.



Eye Contact

- Since the visual sense is dominant for most people, eye contact is an especially important type of nonverbal communication.
- Eye contact is also important in maintaining the flow of conversation and for gauging the other person's interest and response.



Touch

- We communicate a great deal through touch, but the appropriateness of it is going to vary situation to situation.



Voice

- It's not just what you say, it's how you say it.



Can nonverbal communication be faked?



Improving Nonverbal Communication

- Nonverbal communication is a rapidly flowing back-and-forth process that requires your full focus on the moment-to-moment experience.
- Stay focused on the present.
- Manage stress.
- Develop emotional awareness.



Managing Stress in the Moment

- Stress compromises your ability to communicate.
- If you're feeling overwhelmed by stress, take a time out.
- The fastest and surest way to calm yourself and manage stress in the moment is to employ your senses—what you see, hear, smell, taste, and touch—or through a soothing movement.



Emotional Awareness

- In order to send accurate nonverbal cues, you need to be aware of your emotions and how they influence you.

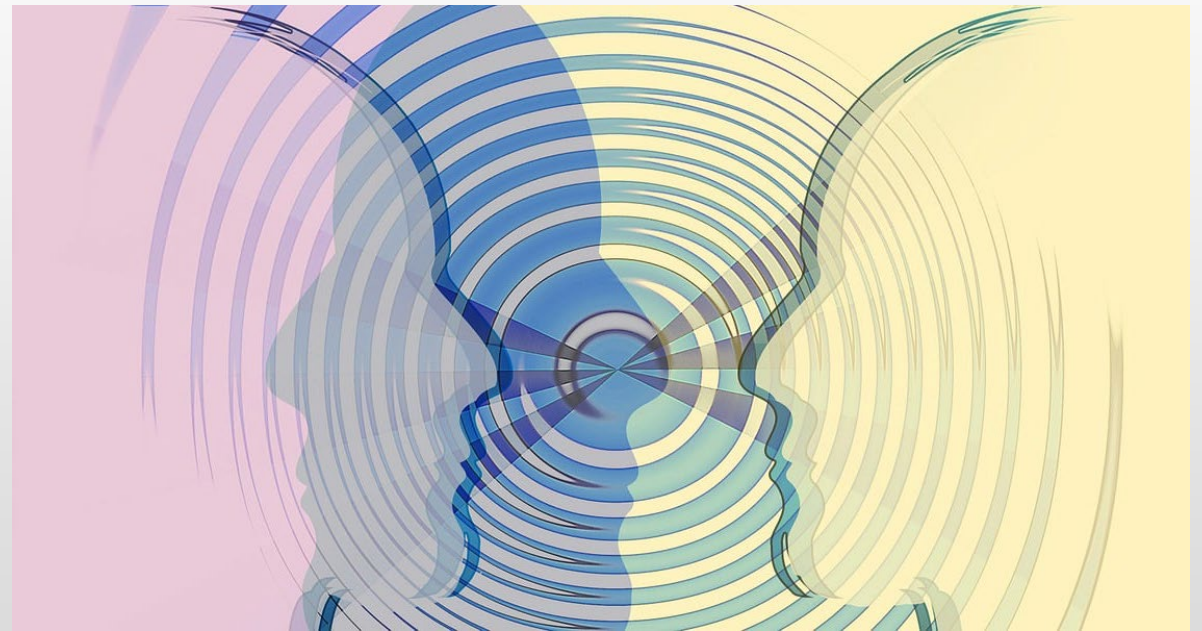


Benefits of Increased Emotional Awareness

- Accurately read other people, including the emotions they're feeling and the unspoken messages they're sending.
- Create trust in relationships by sending nonverbal signals that match up with your words.
- Respond in ways that show others that you understand and care.
- Keep in mind that many of us are disconnected from our emotions—especially strong emotions such as anger, sadness, fear—because we've been taught to try to shut off our feelings. That's not healthy in the long-run.

Empathy

- People can sense empathy – no words required.
- Adopt empathetic mannerisms.
- Use your eyebrows, which express empathy really well.
- Relax face.
- Sincerely smile and slowly nod.



Wrap up & Evaluation

Please the evaluation form for this presentation.



Questions, Comments



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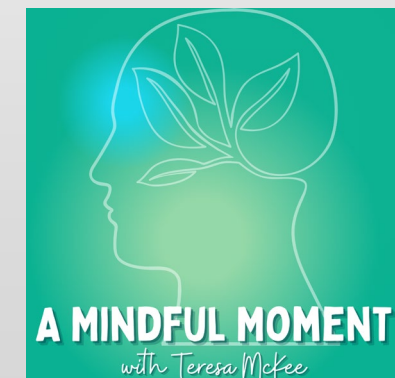
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Resources

- Conversational Intelligence, Judith E. Glaser
- <https://www.helpguide.org/articles/relationships-communication/nonverbal-communication.htm>
- <https://worldofwork.io/2019/07/the-7-cs-of-communication/#:~:text=C's%20of%20Communication-,The%20seven%20C's%20of%20communication%20is%20a%20list%20of%20principles,%2C%20concise%2C%20considered%20and%20courteous.>