

# BETTER COMMUNICATION

AT HOME



AT WORK



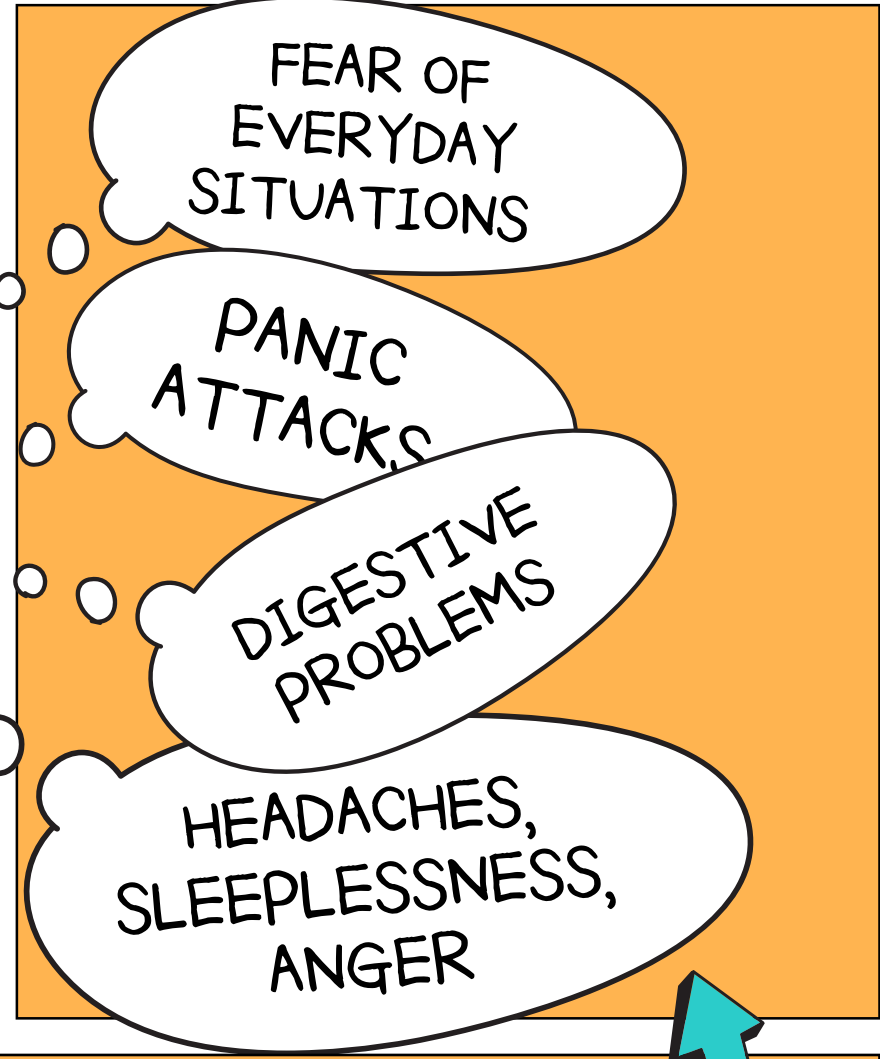
for you, your families and your colleagues

# WHAT IS SHE REALLY SAYING?



How can you change to open and explorative questions in response to young people?


# NAUGHTY ... OR ANXIOUS AND STRESSED?




all behaviour is communication for a child.  
What is a child actually experiencing under their actions




# HOW DO YOU COMMUNICATE EFFECTIVELY



UNDERSTAND THEM



MAKE IT RELEVANT TO THEM



FIND SOME ACTIONS AND MAKE A PLAN



MAKE THEM FEEL SAFE



TALK ABOUT THEIR JOURNEY



ASK THEM!

TO HEAR WHAT A CHILD AND YOUNG PERSON IS SAYING

# I WISH I HAD KNOWN...

I WISH I HAD KNOWN THAT MY CHILDRENS BEHAVIOUR WAS A LANGUAGE, THAT THEIR ACTIONS AND WORDS WERE TELLING ME SOMETHING ABOUT WHAT THEY WERE FEELING OR THINKING.

I WISH I'D REMEMBERED THAT THEY DID NOT GET UP IN THE MORNING PLOTTING TO DO THINGS TO FRUSTRATE ME.

I WISH I'D KNOWN THAT MELTDOWNS USUALLY MEANT MY KIDS WERE TIRED OR HUNGRY OR BORED OR FRUSTRATED.

I WISH ID KNOWN THAT THEY NEEDED AN ADULT TO HELP THEM FIND THE WORDS TO EXPRESS WHAT WAS TROUBLING THEM.

I WISH I'D KNOWN THAT GROWING IS A SLOW PROCESS.

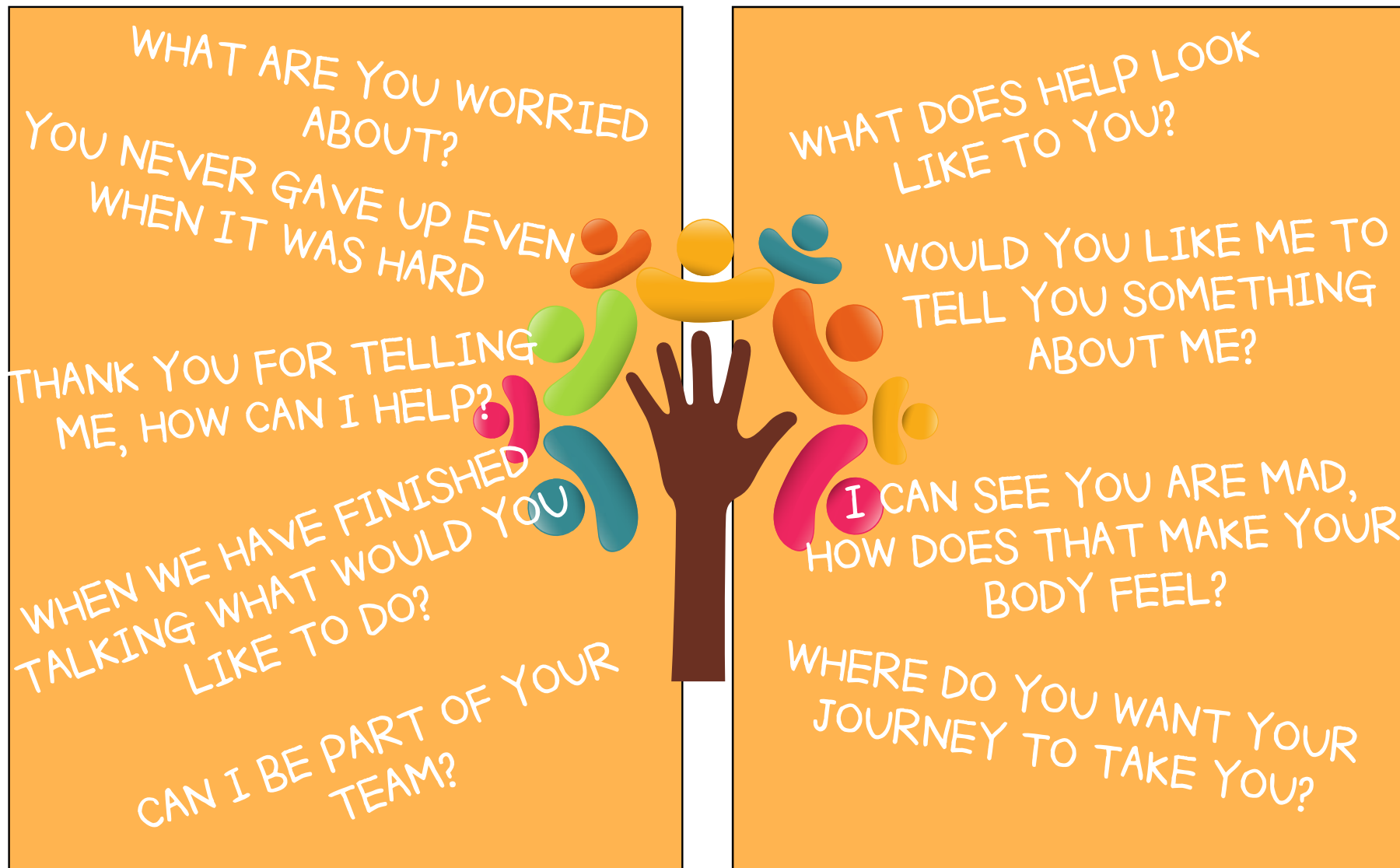
I WISH ID KNOWN THAT MOST TIMES THEY SAW THINGS DIFFERENTLY FROM ME.

I WISH ID LISTENED MORE TO WHAT WAS TRUE ABOUT THEIR HEARTS AND PERSONALITIES THAN WORRYING ABOUT WHAT OTHER PEOPLE THOUGHT OF THEIR BEHAVIOUR.

YOURS,  
A PARENT WITH GROWN UP  
CHILDREN

USE IN YOUR HOME, WORK OR SHARE

# IF YOU CHANGE THEY WILL.....



USE IN YOUR HOME, WORK OR SHARE

# WHAT IS POOR COMMUNICATION?

Poor communication in the workplace can result in friction, frustration, and confusion. This can create an extremely tense environment where people lose motivation, are unproductive and can't see the benefit of collaborating.

The impact of poor communication can spill over into services to clients being evidenced by negative interactions and an individual's own personal life showing through wider issues such as illness and anxiety.



POOR COMMUNICATION IMPACTS ON EVERYONE

# FOUR T'S OF COMMUNICATION



## TIMING

IS THIS A GOOD TIME TO BRING THIS UP CONSIDERING:

- THEIR CIRCUMSTANCES
- THE ENVIROMENT WE ARE MEETING IN
- THE EMOTIONS INVOLVED

## TONE

WHAT IS THE TONE OF MY:

- VOICE
- BODY
- RELATIONSHIP
- ENVIRONMENT

## TECHINQUE

- AM I USING THE SANDWICH PROCESS?
- AM I BEING CAREFUL NOT TO USE NEGATIVE OR PERMANENT WORDS?
- AM I SUPPORTING THEM TO NOT HAVE A BLAME OR VICTIM CULTURE

## TRUTH

- AM I USING INFORMATION THAT IS FACTUAL?
- CAN I USE PROVEN EXAMPLES TO SUPPORT?
- DO THEY HAVE THE CONFIDENCE TO BE OPEN AND HONEST?





# TIPS FOR BETTER COMMUNICATION AT WORK

## CREATE A SAFE SPACE FOR YOUR TEAM TO COMMUNICATE

Make it ok to express their ideas, voice criticism and ask "stupid" questions

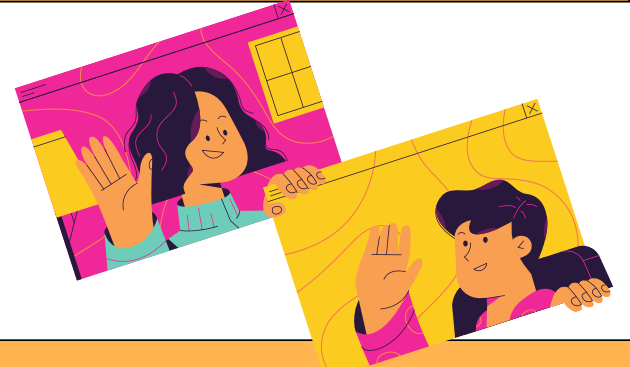
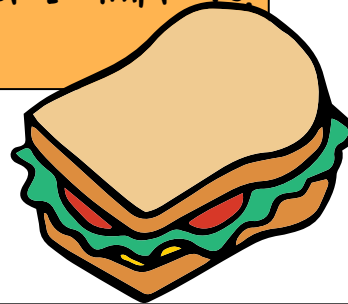


## KEEP FEEDBACK CONSTRUCTIVE

Help people understand what they're doing well and what needs to be done in order to improve.

## MAKE TIME FOR PEOPLE

A lack of meaningful contact can erode trust and lead to a breakdown of communication



## COMMUNICATION IS A TWO-WAY ACTIVITY

Take the time to listen and wait your turn to be heard. Support others to understand and act on information.

## GET TO KNOW PEOPLE

Build real friendships, which can result in more honest communication and a much more supportive and enjoyable work environment.



# BETTER COMMUNICATION

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Follow up this learning material by attending the linked training:  
Communicating Effectively  
Creating Space  
or by accessing the mindfulness learning materials  
all can be accessed via the LSCPB website.