

Communication

C.1 Routinely uses listening skills to form strong connection with faculty, staff, and players. **Coach Holly Hesse**

Communication Strategies

For the better part of every day, we are communicating to and with others. Whether you are giving one-on-one feedback to a student-athlete, receiving feedback from your staff, giving a pregame or post game talk to your team, or listening to a co-worker, your communication skills play a big part in your success to connect with others.

The following seven communication skills and strategies will help you understand the different methods of communication and how to make the most of them.

LISTENING: The most important part of communication

1. Recognize the “Listening Moment”
2. Give the speaker your full attention within 30 seconds
3. Listen for meaning
4. Check for understanding
5. Ask for more information

Power Tips:

1. Interpret nonverbal messages
2. Don't interrupt
3. Use encouraging “I hear you” nonverbal
4. Encourage the speaker to own the problem

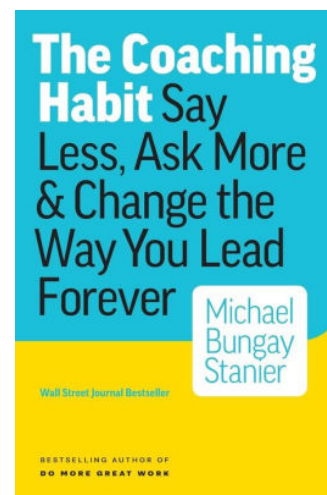


GUIDING LEARNING: Ask 5 Important Questions

1. What happened?
2. Why did it happen that way?
3. What was most useful for you?
4. What would you do differently in the future?
5. What are your next steps?

Resources:

1. “The Coaching Habit” by Michael Bungay Stanier
2. “Humbe Inquiry” by Edgar H. Schein
3. “Make It Stick” by Peter Brown



DIALOGUE: Listen with an Open Mind

1. Ask others for their opinions
2. Ask what their assumptions are based on facts
3. Ask where they go their facts
4. Ask about their reasoning
5. Give Your Point of View:
6. Express your opinions
7. State what your assumptions are based on facts
8. Describe where you got your facts
9. Explain your reasoning

Power Tips:

1. See the other person as an equal
2. Keep an open mind
3. Make it your intention to learn
4. Don't try to prove you are right
5. Use effective listening skills



ENCOURAGING

1. Listen...to understand the situation
2. Affirm...to remind them of their strengths
3. Perspective...to restore a balanced view
4. Support...to reassure empowerment

Power Tips:

1. Recognize "Encouragement Moments"
2. Always lead with listening
3. Don't overdo it! Listening may be enough
4. Give the kind of encouragement that is needed
5. Give encouragement BEFORE it is needed

Always lead with listening.

GIVE CONSTRUCTIVE FEEDBACK: How to...



1. Affirm the good
2. Describe the specific behavior
3. Share your reactions
4. Explain WHY—the impact
5. State the expectation
6. Encourage

Power Tips:

1. Recognize when to use constructive feedback
2. Address issues the person can change
3. Focus on one issue at a time
4. Calm down before giving feedback
5. Focus on the specific observable behavior
6. Use “I” messages
7. Keep it private

RECEIVING FEEDBACK: How to...

1. Ask for feedback
2. Listen without being defensive
3. Thank the feedback giver

Power Tips:

1. We ALL need feedback
2. Seek feedback from people who know you
3. Ask for specific descriptions of your actions
4. Let negative feelings subside
5. Listen for the meaning in the feedback
6. Apologize—“the magic move”
7. Ask for suggestions to improve
8. Be patient and persistent while changing
9. Help people notice the change
10. Show appreciation



RESOLVING CONFLICT: How to:

1. Listen to what the other person wants
2. Ask about the other person's needs
3. State your needs
4. Brainstorm ways to meet both needs
5. Agree on mutually acceptable solutions

Power Tips:

1. Take responsibility for leading the process
2. Clearly explain all five steps
3. Encourage creative thinking
4. Use effective listening skill



WANT TO LEARN MORE?

1. **“Fierce Conversations: Achieving Success at Work & Life, One Conversation at a Time”** by Susan Scott
2. **“The Coaching Habit: Say Less, Ask More & Change the Way You Lead Forever”** by Michael Bungay Stanier
3. **“Humble Inquiry: The Gentle Art of Asking Instead of Telling”** by Edgar Schein
4. **“Make It Stick: The Science of Successful Learning”** by Peter C. Brown, Henry L. Roediger III and Mark A. McDaniel
5. **ProStar Coach** at www.prostarcoach.com (see case study by Holly Hesse)
6. **“ACT: Active Communication Technique”** by Betsy Butterick on YouTube

