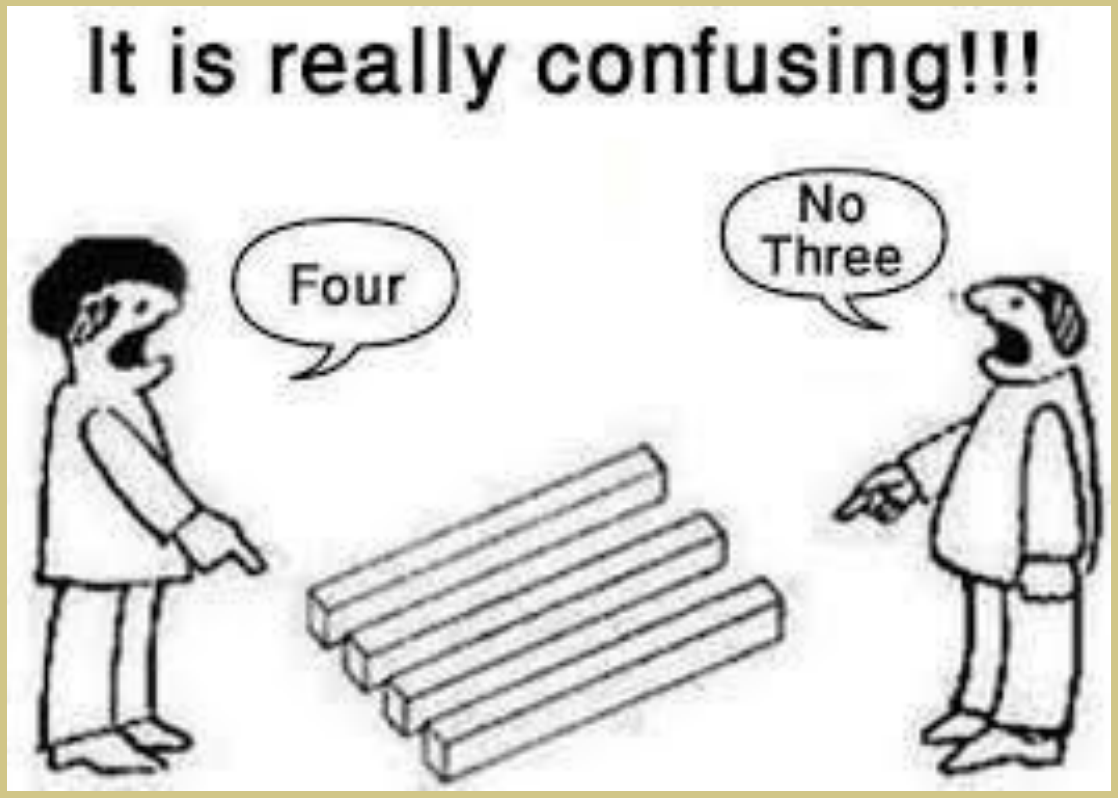
Subordinate Lodge Officer Training
Instructional Module #2

COMMUNICATION

Committee on Masonic Education
Grand Lodge, A.F.&A.M., of Virginia

Interpersonal Relations and Communication



How well do you Listen?

"Most people do not listen with the intent to understand;

they listen with the intent to reply."

Stephen R. Covey
(1932-2012)

Organization

1) The art of listening

2) What is your communication style

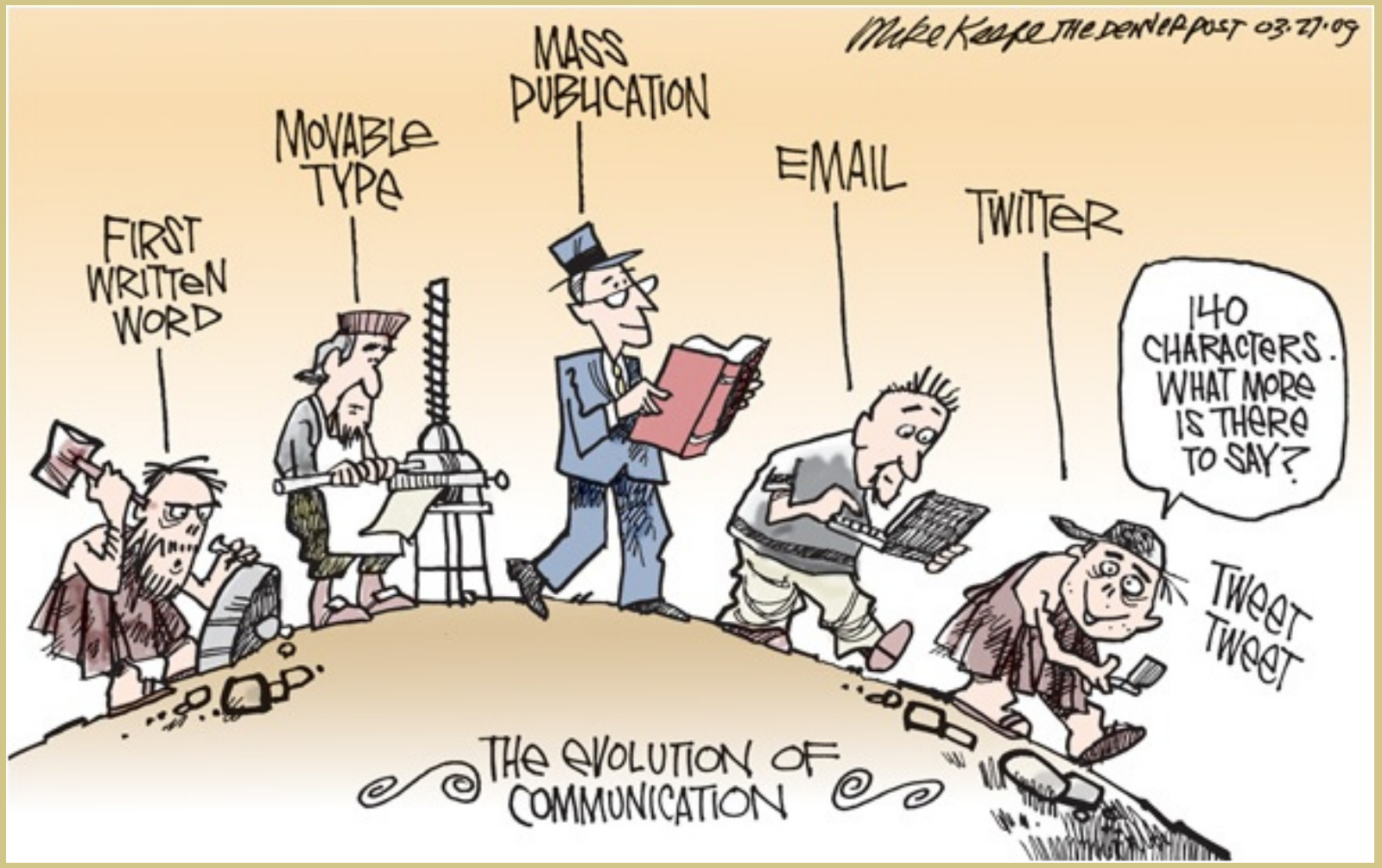
3) How to communicate better

Course Objectives

- To be a better listener
- Learn the seven keys for better communication
- Understand your communication style
- Know how to better mentor

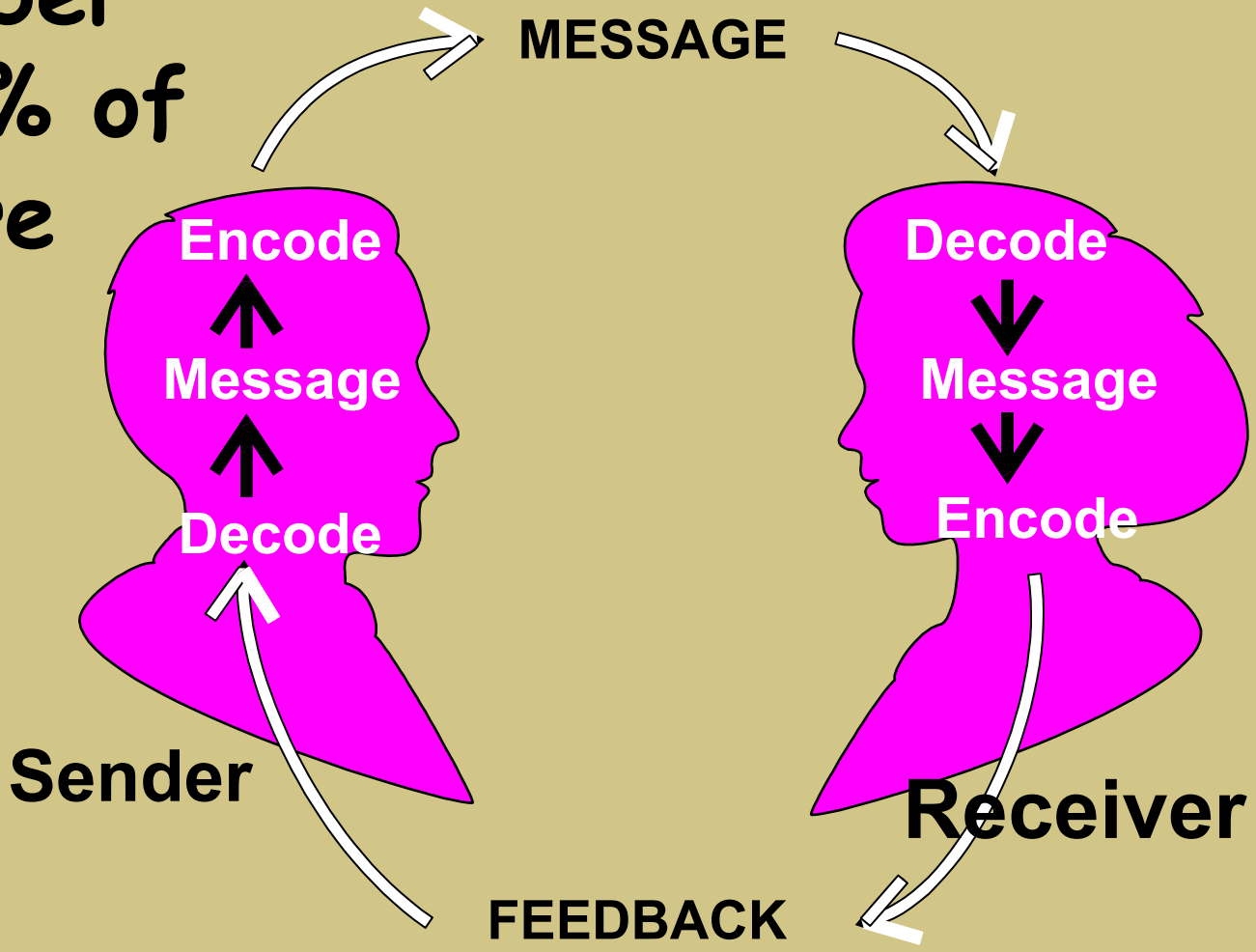
What are your Expectations

Trends that Complicate Effective Communication



Communication Model

We remember 25% to 50% of what we are told



Three tips for listening

Tip 1- Active listening

If you're finding it particularly difficult to concentrate on what someone is saying, try repeating their words mentally as they say them – this will reinforce their message and help you stay focused.

One simple but most important hint for more effective communication.

Tip 2 –Repeat what you heard

When listening, periodically interrupt when appropriate and say, “here is what I hear you say . . . . .,” Is that right?

“I skimmed over your report just enough to give a page of comments, but not enough to understand it.”

Tip 3 - Defer Judgment

If you find yourself responding emotionally to what someone said, say "I may not be understanding you correctly, and I find myself taking what you said with concern. What I thought you just said is XXX; is that what you meant?" .

Tip 4 – Acknowledge listening

Using body language and other signs to acknowledge you are listening also reminds you to pay attention and not let your mind wander.

Tip 5 – Read Body Language

By becoming more aware of this body language and understanding what it might mean, you can learn to read people more easily. This puts you in a better position to communicate effectively with them.

First Impressions are Important

Typical things to look for in confident people include:

- **Posture** – standing tall with shoulders back.
- **Eye contact** – solid with a "smiling" face.
- **Gestures with hands and arms** – purposeful and deliberate.
- **Speech** – slow and clear.
- **Tone of voice** – moderate to low.
- **Inflection** – for emphasis

Trap – your not listening to me!

"You're not listening to me!"

"I am listening, but I don't agree."

"Then you're not listening to me!"

What is your communication style?

Area	Sensing	Intuiting	Thinking	Feeling
Focus	Facts: Past and present	Concepts: Possibilities; the future	Structure; cause & effect	People: Relationships; social norms
Prefers	Practical; concrete examples	Big picture; abstractions analogies	Principles; laws, justice, procedures	Interactions; face-to-face meetings
Values	Reality	What could be	Logic; consistency, validity	Personal relationships
Approach	Linear; action; innovation	Rational; scattered; creative	Intellectual; analytical; structured	Spontaneous; personal
Effects	Presents all the facts; impatient; easily distracted by physical stimuli; attention to what is literally said and done,	Prone to the dramatic; easily distracted by abstractions; rambles; reads between the lines.	Businesslike; long answers; tends to be blunt; serious	Warm & friendly Takes comments personally Does not go directly to the point; has difficulty saying no.

Communication Style Exercise

A teacher brought two boys to the Principal's office because they had been fighting over whose turn it was to kick the ball in a soccer drill. The Principal thanked the teacher for bringing the students and said she would take care of it.

Tip - 6

By adjusting your communication style to the other person, you can better realize communication of your objectives and ideas.

How to communicate better

Use the 7 Cs of communication

1) Clear.
2) Concise.
3) Concrete.
4) Correct.
5) Coherent.
6) Complete.
7) Courteous.

Communication

What's in a word?

Communication Filters

Often

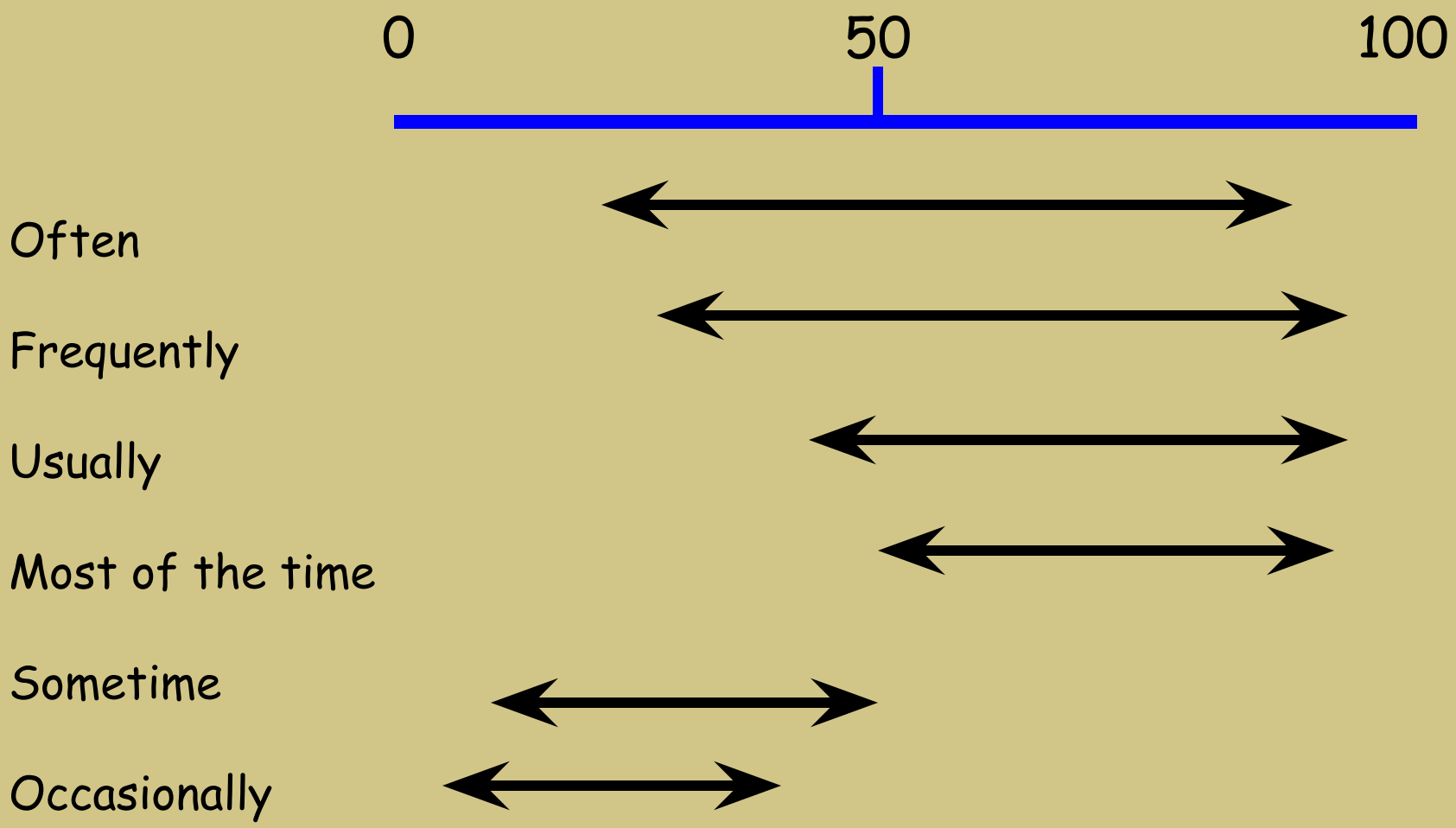
Frequently

Usually

Most of the time

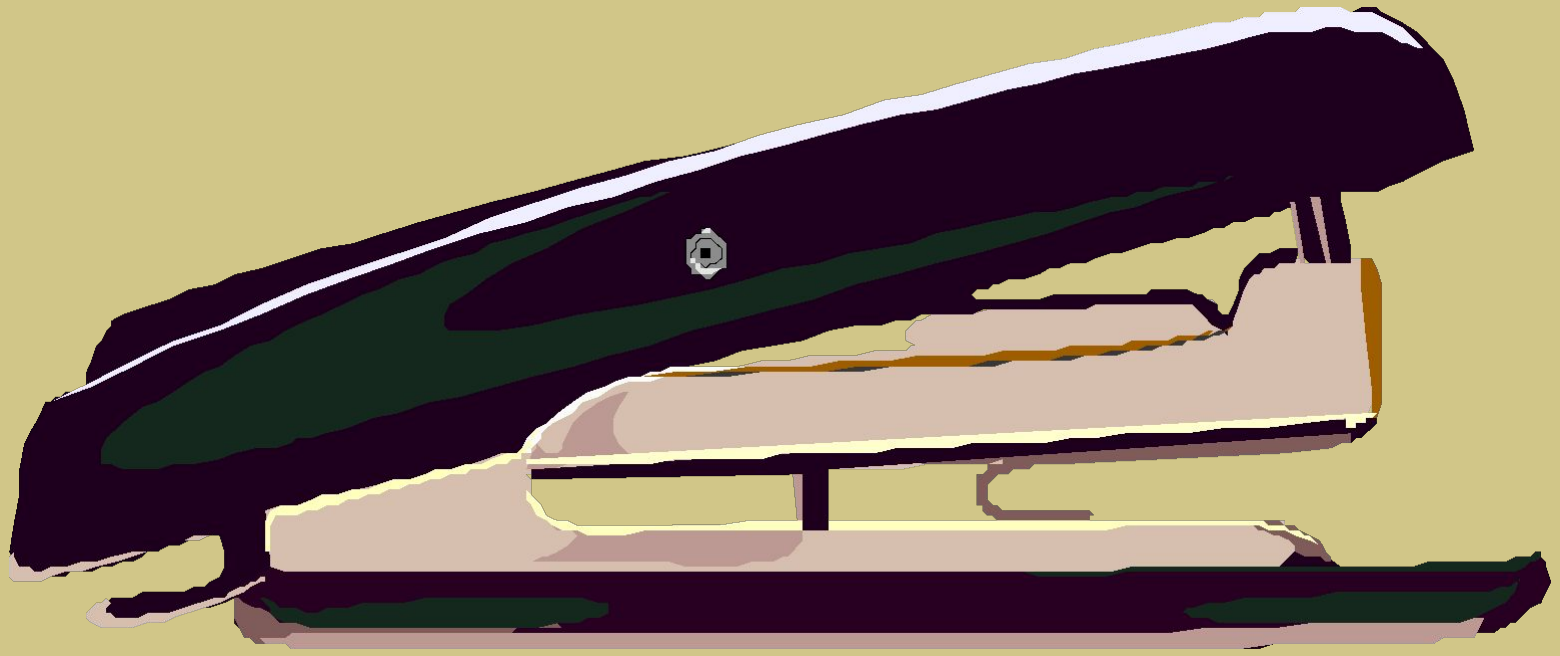
Sometimes

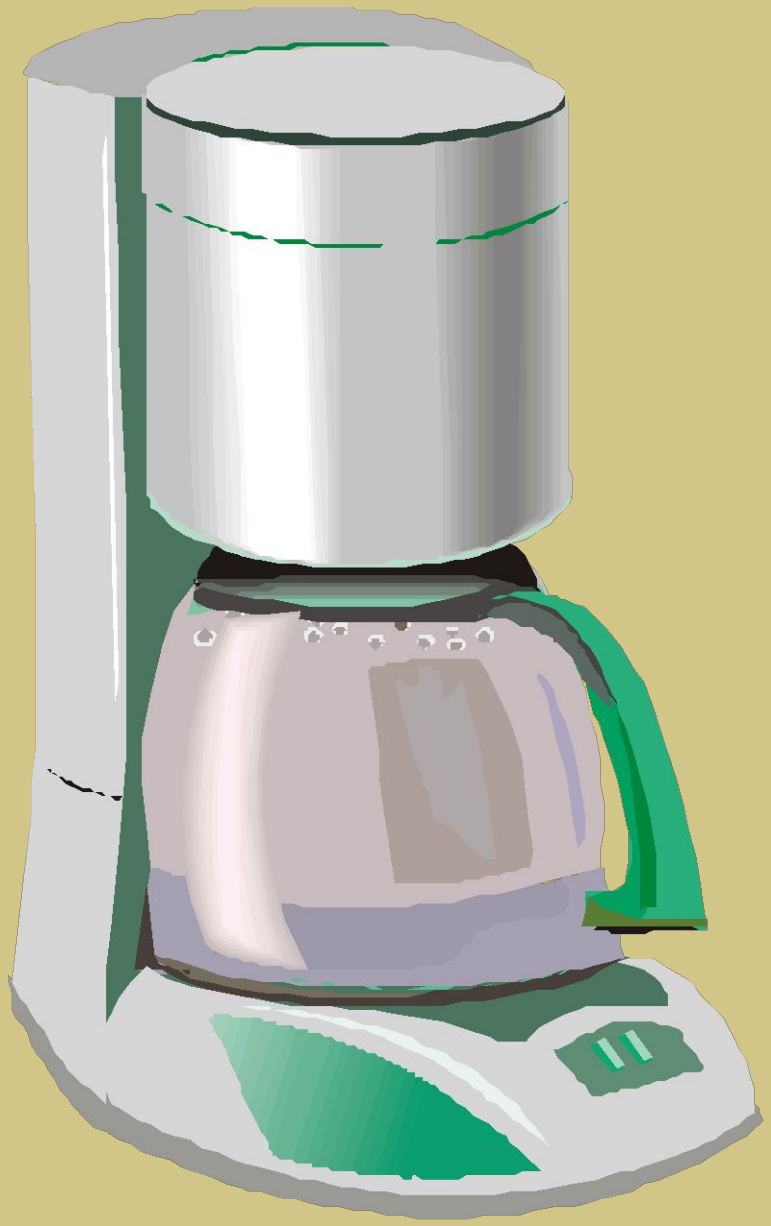
A lot

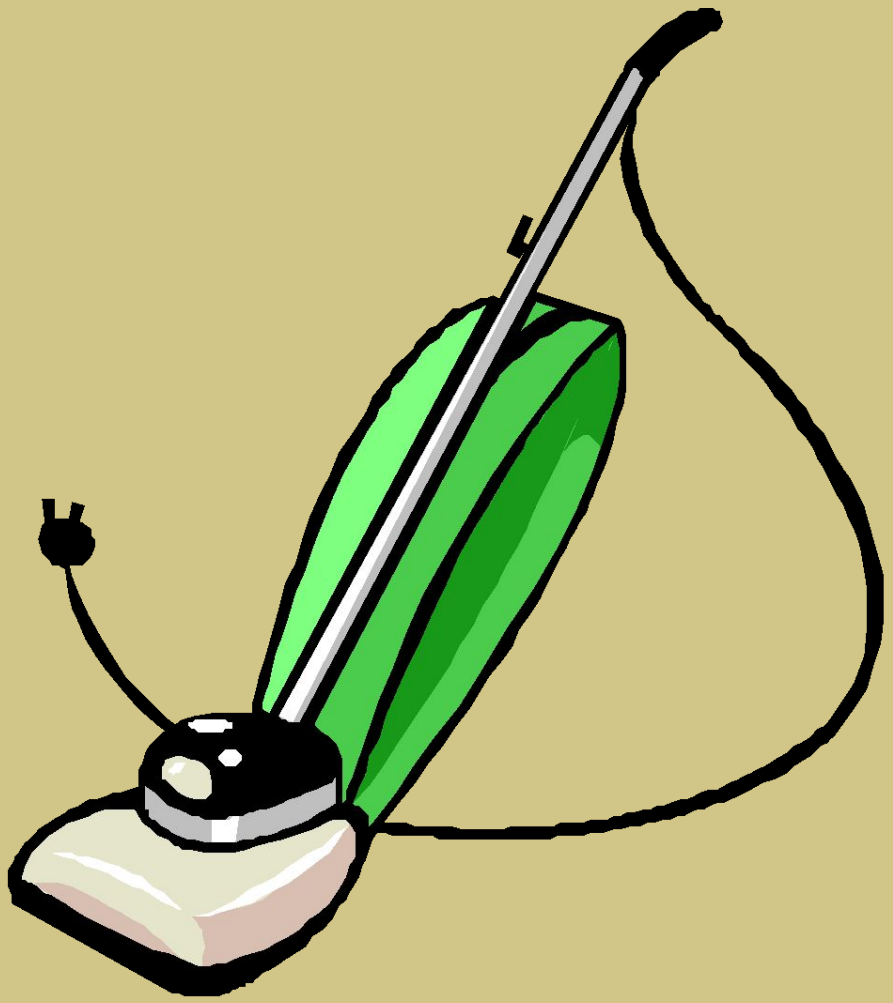

0
50
100
Often
Frequently
Usually
Most of the time
Sometime
Occasionally

Draw a House

Conflict







SLOT Module #2 - Communication

- Assessment

SLOT Module #2 - Communication

Summary:

1) **The art of listening**

2) **What is your communication style**

3) **How to communicate better**