



Communicating Effectively

**Phi Theta Kappa
New England Region**

Rocky Hill, CT

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How Do We Communicate?

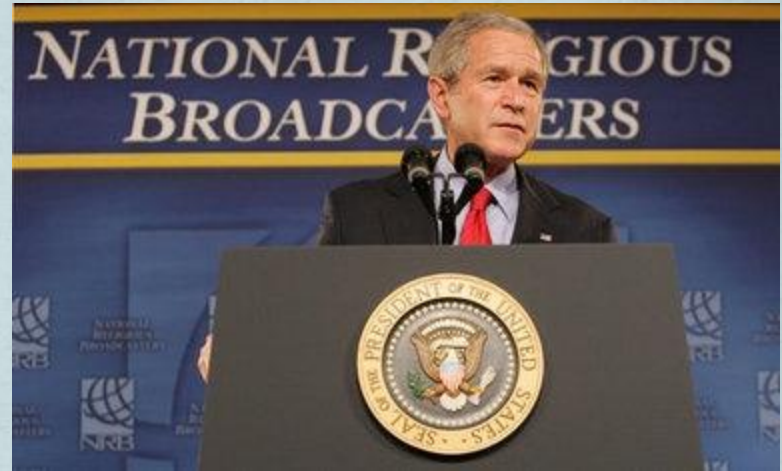
- Conversation
- Written Documentation
 - Email, letters, text



- Pictures
- How else?

Ways to be effective

- Engage your audience
- Demonstrate Mutual Respect
- Be present
- Use I feel statements
- Restate information given to clarify
- How else?



Engage Your Audience

- Express need to speak.
- Use gestures.
- Ensure time is left for questions.
- How else?



Mutual Respect

- Avoid other conversations
- Allow other speaker to talk with out interruption
- Understand that all members have different backgrounds, experiences, and values

- Do not judge or dwell on differences.



- Yelling never solves any problem. Calm tones are received more readily.



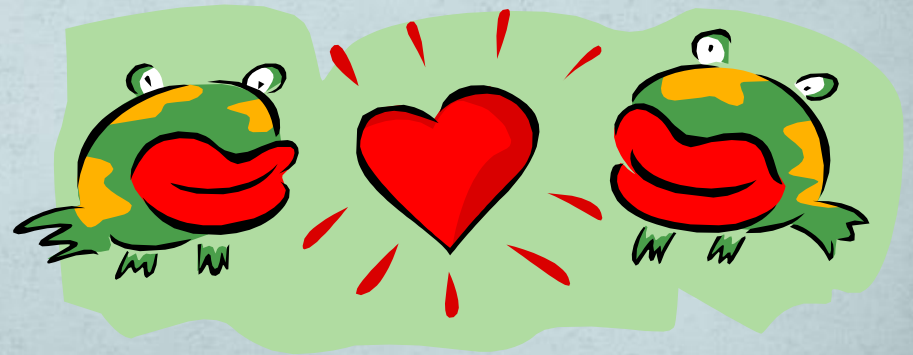
Being Present

- Not staring into the abyss
- Engage in the conversation
- Stimulate further conversation.
- Avoid clock staring.
- Ensure there is time for everyone to share ideas.
- How else?



I Feel.....

- Using I feel statements relieves any feelings of being threatened when a statement is made.
- A discussion can get intense without hurting someone's feelings or making them feel inadequate.
- Allows members to understand their obligations for feelings and actions
- I feel hurt when you say...
- I feel that adding another project would.....
- When you say that I am not doing my job I feel....
- Lets practice!!!!



Restate

- If information given is not clear avoid whys and hows...
- Restate information and ask for clarification.
- Lets practice!!!
- At 1pm we should have our meeting? Could you please explain this time change and how it would be effective to the group.



Phi Theta Kappa Believes.....

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- *Seek values that brings members together
 - *Courtesy should be extended beyond the meeting room.
 - *Keeping discussions to thoughts and ideas
 - *Avoid talking about other members or people outside the organization.

Important Websites.

- <http://ptk.org/>
- <http://neptk.org/>



Questions? Comments?

