

# Lead With Clarity: Using Effective Communication Techniques to Strengthen Your Auxiliary

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# Agenda

- Definitions
- Videos
- Exercises & Practice
- Final Thoughts
- Questions?



*"Change the way you look at things and the things you look at change."*

*Wayne Dyer*

# Definitions

- What is Effective Communication?



Understanding the emotions  
and intention behind the  
information

It's HOW you listen to the  
message

Being AWARE of the non-verbal  
communication

Enables you to communicate  
even negative or difficult  
messages without creating  
conflict or destroying trust

MANAGING stress in the  
moment

Ability to communicate  
assertively

It's a LEARNED skill

# Definitions

- What is Interpersonal Mush?

An interaction by two or more people based on stories they have made up about each other that they haven't checked out



We're Not  
Gossiping.  
We're Networking.



# Video

Clear Leadership



# Managing My Defensiveness

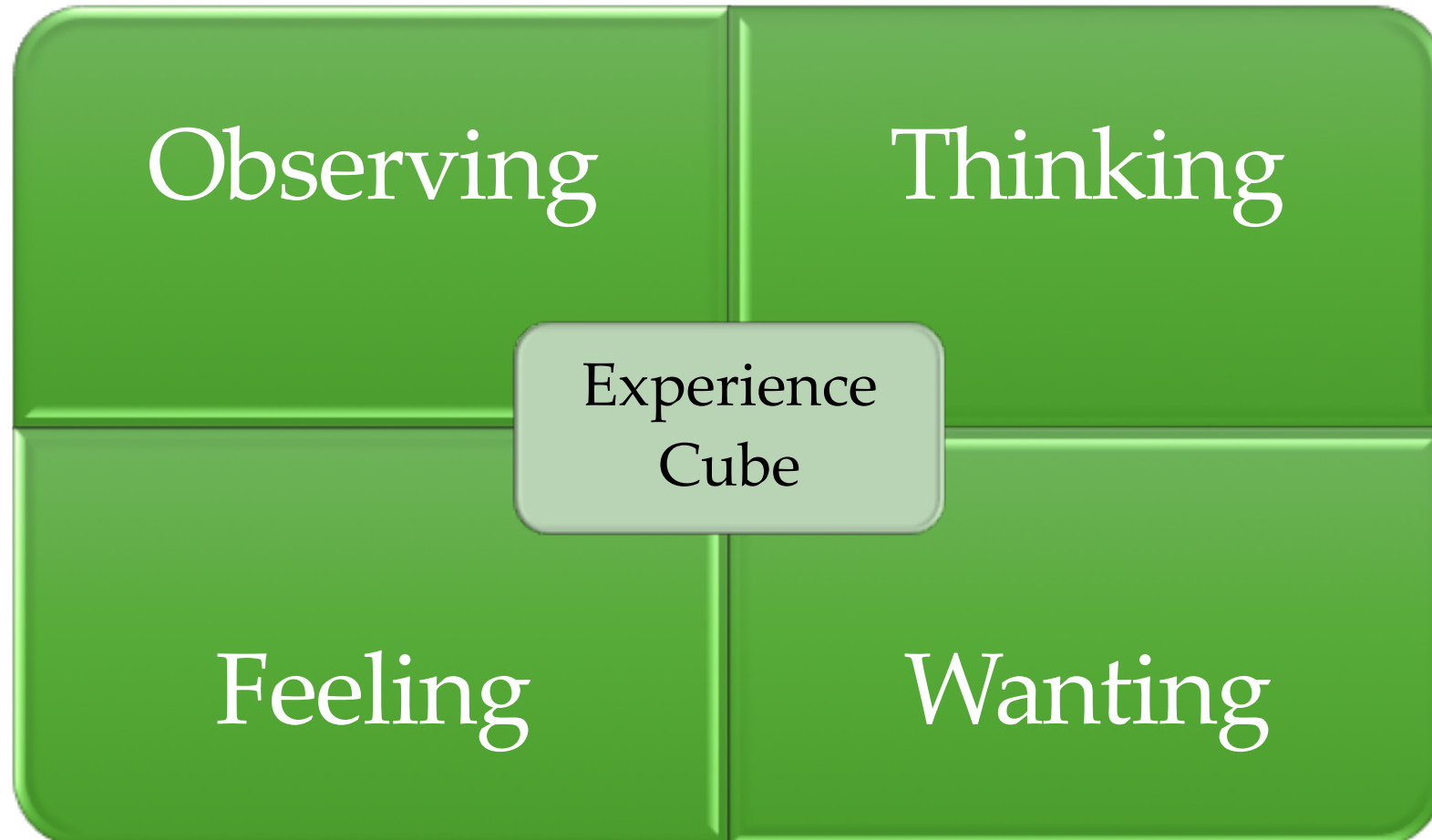
- 4 Steps

1. Notice your defensiveness – be aware
2. Step Back – psychology (take a breather)
3. Get Curious – ask questions
4. Don't get fused – take responsibility or change the experience of the other person

## Current Situation (5 mins)

- **Think of a current situation where there is tension, conflict, mis-communication**
  - With a loved-one (Auxiliary member, friend, family, spouse, etc)
  - Write down the general issue surrounding this situation





The Experience Cube is a road map to having effective communication.

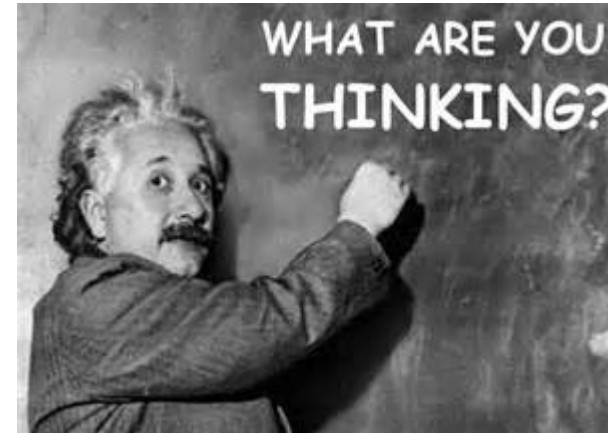


# Elements of Thinking

- Thinking involves all the cognitive processes
  - Judgements, perceptions, interpretations, beliefs, ideas and daydreams

Examples:

- I think that decision was unjust.
- I think I need to say something.
- I think there's a better way of doing this.



**Now write down your thoughts about your situation**

# Elements of Observing

- Observations are what a video recorder would pick up – and what you might **see and hear**
  - Other senses include touch, taste and smell
- Examples;
  - Body Movements
  - Face expressions
  - Language – Behavior
  - Way of thinking



**Now write down your observations about your situation**

# Elements of Feelings

- Composed of two things – sensations and emotions
  - Body sensations – hot, cold, pain, pleasure, tension and release



**Now write  
down your  
feelings  
about your  
situation**

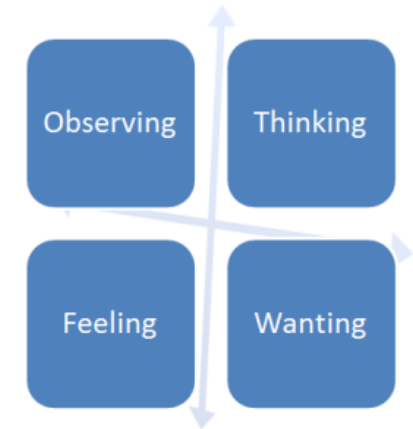
# Elements of Wanting

- The desires, motivations, aspirations, needs and wishes you are having moment to moment
- Objectives, targets, ideals, goals you are pursuing
- Examples;
  - I want to be respected
  - I want to be heard when I speak and not be interrupted
  - I want to be included in all emails or meetings where my decision counts

**Now write down your wants about your situation**

# Practice – Your Experience

- Partner Up – 20 mins total (10 mins each person)
  - Share with your partner the **experience** you are currently having with another person (conflict, disagreements, feeling disempowered)
  - Practice walking the 'Experience Cube'
- Practice using “I” statements – avoid blaming and using ‘You’
- Use language that is comfortable for you





**How was this experience for you?  
Any learnings? Ah-ha moments?  
Take aways from this exercise**







# Final Thoughts

**F**inding clarity is  
eliminating  
options  
and  
aligning  
with values.

*Leadership Freak*

Each day is a brand new  
opportunity to create a better  
version of yourself.  
Do not put so much pressure  
on your shoulders,  
make one little change  
at a time.

- Isa Zapata

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Thank you

Questions?



# Contact Information

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