

How to be an Effective Communicator

Leading by Legacy Webinar Series

Serving the Leaders of Today, Developing the Leaders of Tomorrow





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Leading by Legacy



- Supported by the Bureau of Justice Assistance
- Since 2010, over 600 law enforcement leaders trained nationwide
- Online resources and technical assistance





Webinar Panelist

- Lt. Henry (Hank) Levenson (Ret.)
Gretna (LA) Police Department
- 35 years law enforcement experience
- 30 Years Certified as Law Enforcement Instructor
- LBL Instructor
- MA Justice Administration
BA Administration of Criminal Justice





Communication is the Key to Being a Good:

- Leader
- Co-Worker
- Spouse
- Parent
- Friend
- Public Servant





Communication Barriers due to Generational Differences

- Communication driven by technology
- Absence of verbal, face-to face
- Not a passing phenomenon
- Encourage dialogue
- Ever changing process





4 Basic Methods of Communications

- Reading
- Writing
- Speaking
- Listening





Percent of Time We Spend Communicating Daily

- 9% Writing
- 16% Reading
- 30% Speaking
- 45% Listening





Listening

Our Most Used Communication Skill

However: Studies also confirm that most of us are poor and inefficient listeners





Some Reasons Why

- Listening training unavailable
- Thought speed greater than speaking speed
- We are inefficient listeners
- Listening skill suffers with age
- Listening is hard work





4 Basic Methods of Communications (Exercise)

- Reading
- Writing
- Speaking
- Listening





Communications Exercise

How many words per minute
can the average person speak?

150

How many words per minute can the
average person hear and comprehend ?

450



Ways to improve listening skills

- Anticipate the speaker's next point
- Identify the supporting elements
- Make mental summaries as you listen
- Concentrate on the speaker
- Avoid fake listening
- Be positive, concerned, and sincere



So we have seen ways to improve
Out listening skills
But the question could still be

How do you do this?





Practice Active Listening

- Give others your full attention
- Be open to other ideas
- Demonstrate that you are listening
- Make eye contact
- Give feedback





DON'T BE
AFRAID OF CHANGE.





Questions?

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