How to be an Effective Communicator

Leading by Legacy Webinar Series





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Leading by Legacy



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• Since 2010, over 600 law enforcement leaders trained nationwide

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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?

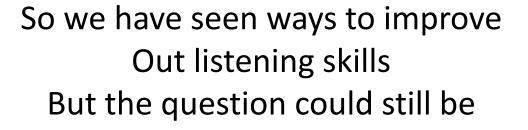
450



Ways to improve listening skills

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





How do you do this?



Practice Active Listening

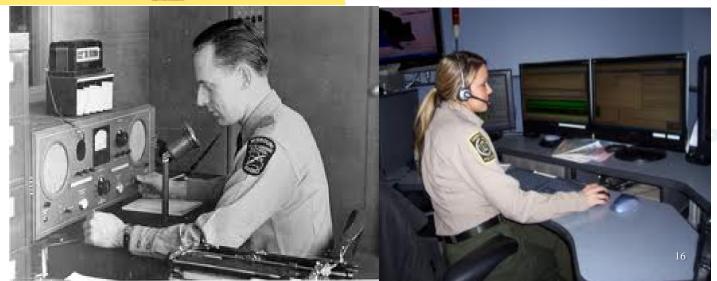
- Give others your full attention
- Be open to other ideas
- Demonstrate that you are listening
- Make eye contact
- Give feedback





DON'T BE AFRAID OF CHANGE.







Questions?

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