




# Communication in the Library






# Agenda

- » What is good communication?
  - » Listening skills
  - » Sending the right message
  - » Communication barriers
- 



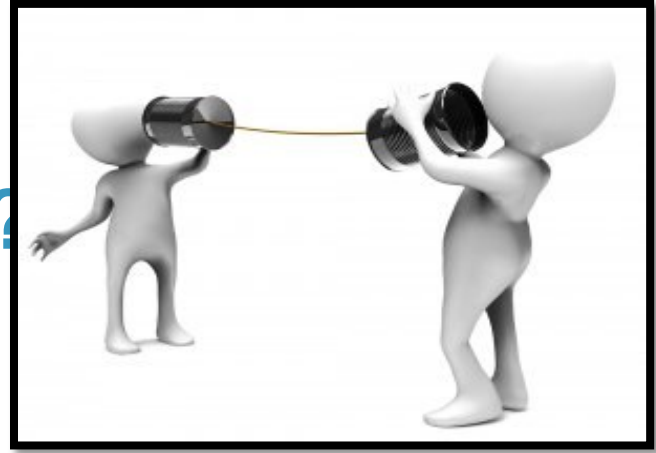
# By the End, You Will

- » Be able to demonstrate active listening
  - » Have practiced positive phrasing and precise speaking
  - » Be more aware of nonverbal communication
  - » Recognize communication barriers
- 

# What is Communication??

# What is Communication?

- » Understanding
- » Complete
- » Genuine





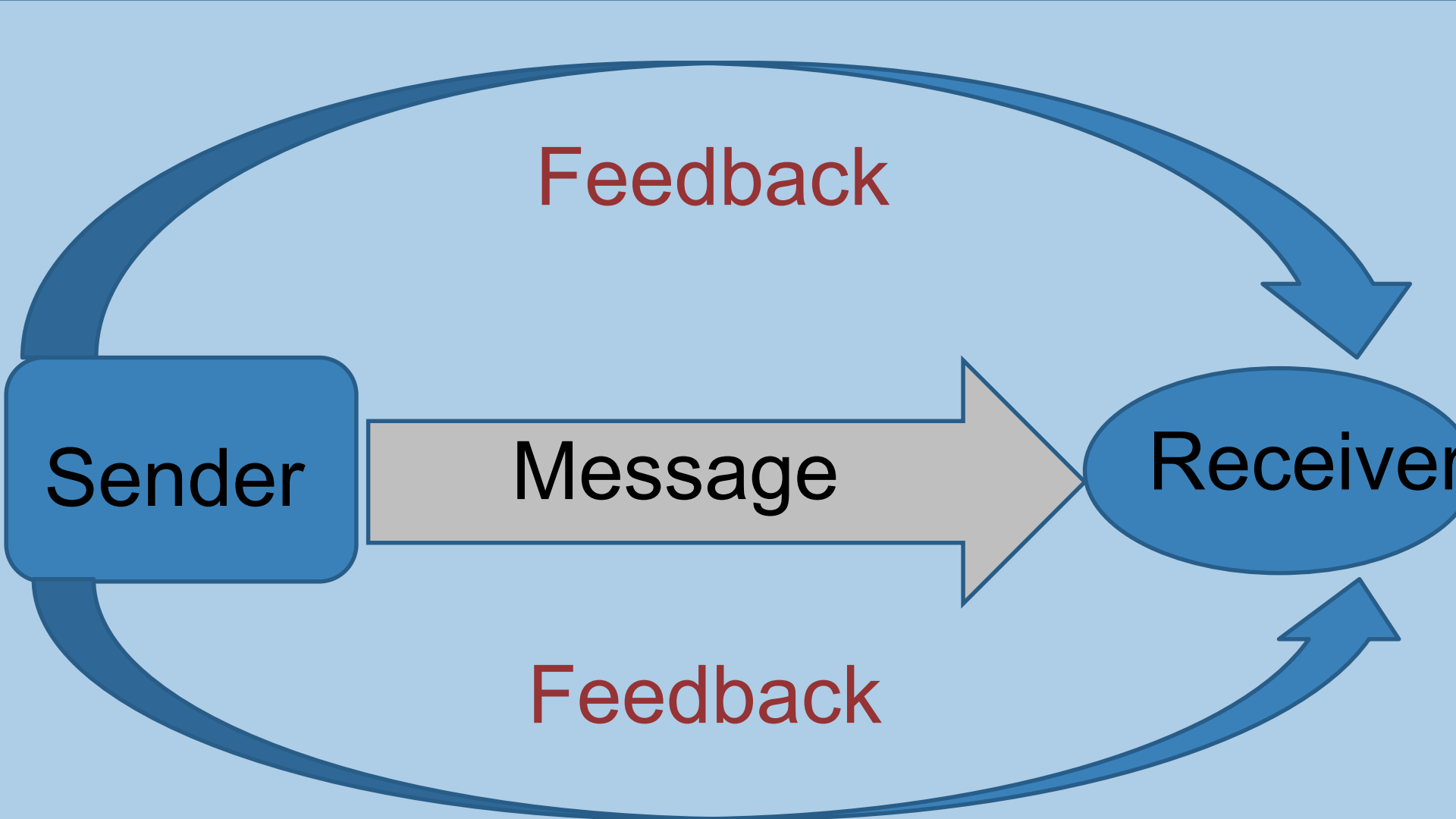


# Are you really listening?



# Skills Test 1: Listening





Sender

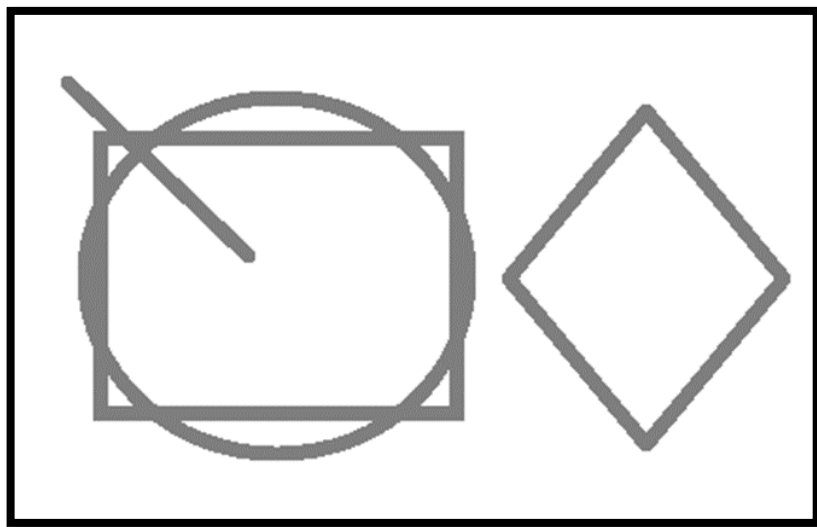
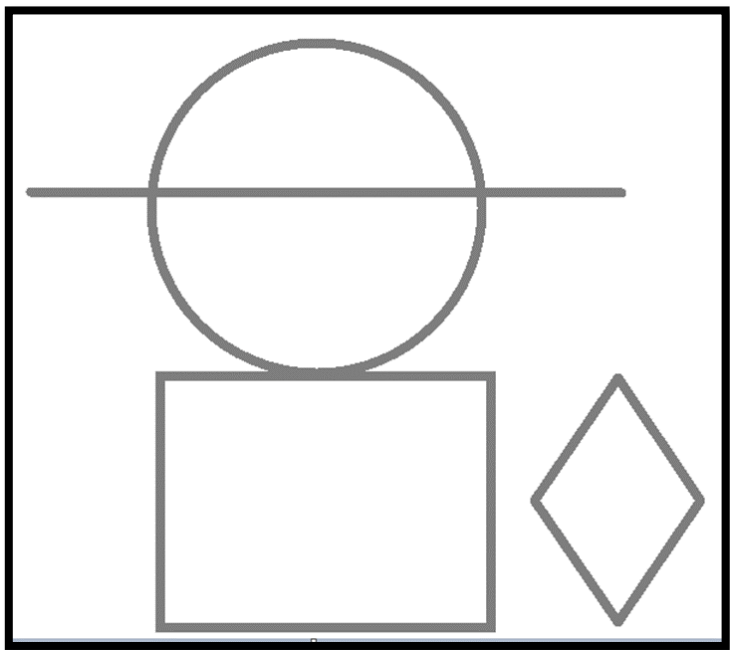
Message

Receiver

Feedback

Feedback

# Skills Test 2: Importance of Feedback



Are you being  
heard??



# Positive Vs. Negative Phrasing



# Skills Test 3

“You can’t...”

“You can”

“You have to...”

“Would you please”

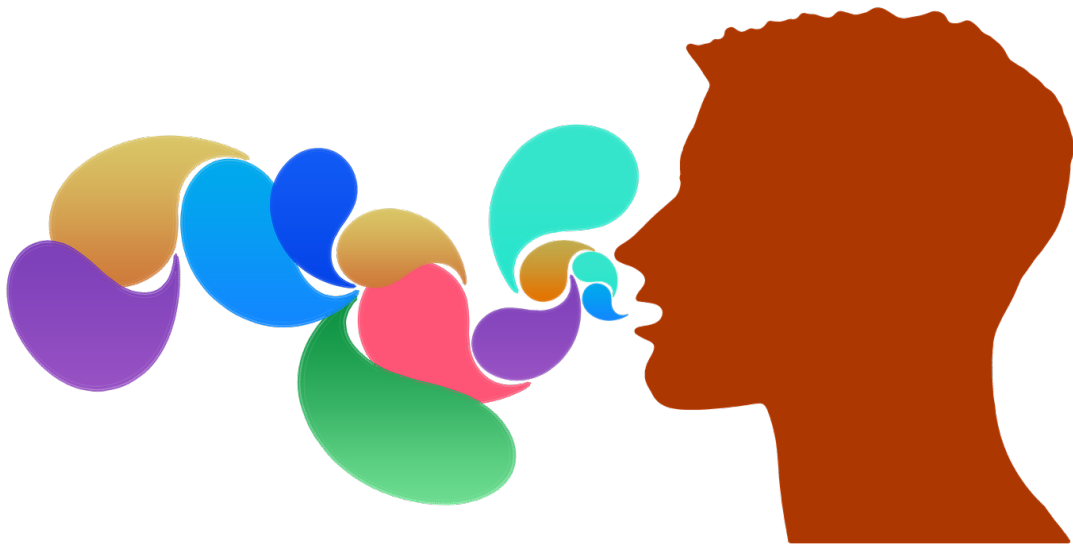
“I can’t...”

“I can offer”

“That’s great, but...”

“That’s great. We might  
also...”

# Sending the Right Message

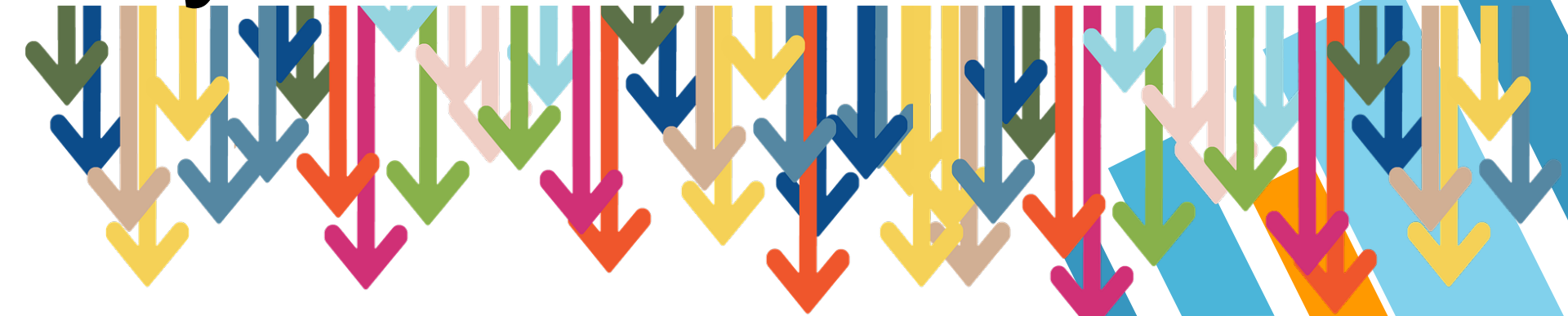






Try it:

- Architect
- Builder
- Director
- Observers

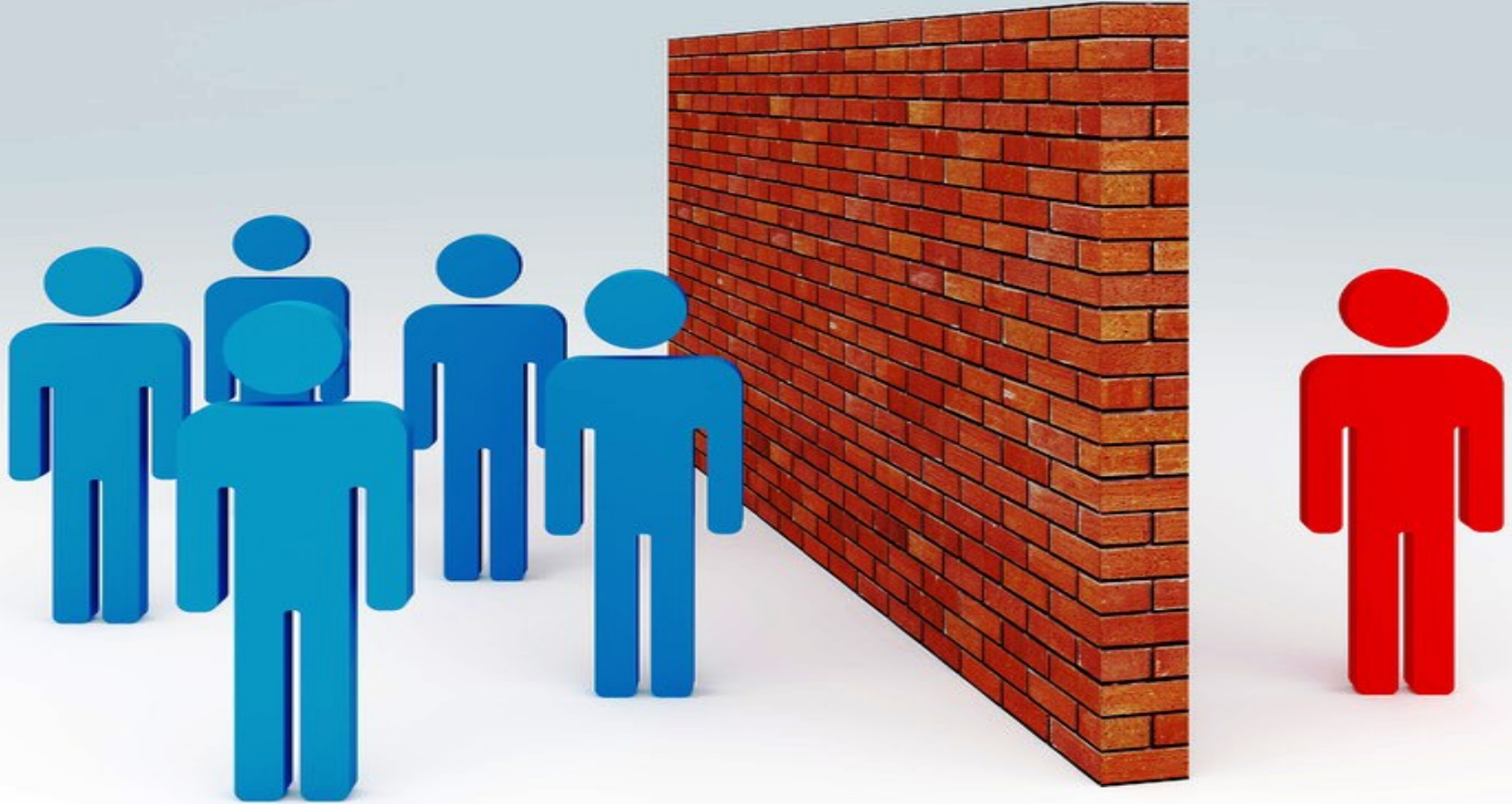


- The Architect is to build something with the Director's blocks
- The Director must then give instructions to the Builder in an attempt to have the Builder create an exact replica of the Director's blocks
- Director and Builder have their backs to each other with their own set of building blocks

Does the signal match the message?



# Communication Barriers



# Wrapping up

- » Understanding
- » Complete
- » Genuine
- » Supportive





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# THANK YOU!

## Any questions?

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