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## Are You Communicating Adequately?

We all know that successful communication is comprised of many things: words, tone, facial expressions, actions, etc. These outward, observable behaviors are important, but they don't present the whole picture. Having a solid emotional intelligence is a hidden aspect of communication that makes a substantial difference.

Think about a time when you had a communication breakdown with your boss or a fellow co-worker.

*How did you and the other person feel?*

*Did you act out of "fight, flight, freeze" instinct?*

*Did the issue ever get resolved?*

Many times our feelings cloud the way we choose to communicate with others. Here are some practical suggestions to help you increase your self-awareness and communicate more effectively:

- (1) Reflect on how you regulate your emotions. Are your regulation tactics positive or negative?
- (2) Identify your "gut" response pattern – fight, flight, or freeze. Think about how others might feel as you respond in this way. Brainstorm ways to respond differently.
- (3) Try to read your emails and see situations from others' perspectives.
- (4) Take time each day to identify 3 things you feel.

## Thank You for Your Feedback!



Last month Performance Excellence asked you to complete a brief questionnaire so that we can identify areas in which we are doing well and specific ways we can improve. We appreciate the feedback you provided and look forward to implementing your suggestions!

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## Take Your People to the Next Level

Are the people within your Organization good at working independently, but struggle to practically apply their skills with others in the areas of communication and collaboration? If so, you may be interested in our following seminars:

### Available Seminars & Workshops

Customized seminars to fit your needs

Dynamic Communication (DISC)

Emotional Quotient (EQ)

Managing Conflict

Managing Stress

Motivation/Values

Team Building



Increasing one's ability in the areas of self-management, communication, and successfully working as a team takes practice. Seminars are a great way to rehearse and solidify these skills with others, yielding a positive long-term effect. To learn more about the different workshops we offer, call us today at 314-615-1288. One of our certified consultants will be happy to provide you with an overview of our seminar content, or to structure a workshop that fits your Organization's specific needs.

## Who We Are

Performance Excellence delivers solutions for the people areas of your business through the use of effective and efficient strategic solutions. Our valid and time-tested assessments, coaching sessions and other business solutions provide managers and supervisors with tools and systems that increase employee productivity, job satisfaction and overall organizational effectiveness. Performance Excellence can help your business reach its maximum potential by developing your company's most valuable asset - its people.