



***WITHIN THE SPACE I AM IN:***  
**CONSCIOUS COMMUNICATION MULTIGENERATIONAL  
WORKPLACE**

ESPECIALLY PREPARED FOR THE MISSOURI WIC/MWA CONFERENCE & TRAINING  
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# CONSCIOUS COMMUNICATION

## EXERCISE

CUSTOMER SERVICE IS ONE AREA OF FOCUS THAT CAN BENEFIT FROM INTENTIONAL CONSCIOUS COMMUNICATION.

## INSTRUCTIONS:

IN PAIRS, BRIEFLY DISCUSS THE SIMILARITIES AND DIFFERENCE BETWEEN INTERNAL CUSTOMER SERVICE AND EXTERNAL CUSTOMER SERVICE. RECORD AND PRESENT. LET'S DISCUSS.

# CONSCIOUS COMMUNICATION

**CONSCIOUS COMMUNICATION IS WHEN YOU ARE FULLY PRESENT AND OPEN TO BUILD DEEPER BONDS**

- **TWO WAY FORM OF COMMUNICATION IN WHICH BOTH LISTENER AND RESPONDER ARE FULLY PRESENT AND ENGAGED IN THE MOMENT.**
- **CONVERSATION IS NOT JUST VERBAL, BODY LANGUAGE AND FACIAL EXPRESSIONS.**

# CONSCIOUS COMMUNICATION

## A FEW TIPS TO INCREASE YOUR LEVEL OF CONSCIENCE ENGAGEMENT

- CREATE A SAFE SPACE FOR HONESTY
- ALLOW THE LEARNING AND GROWTH EXPERIENCE TO OCCUR NATURALLY BY THIS LEVEL OF INTERACTION
- PAY ATTENTION TO DETAILS (VOICE VOLUME, EYE CONTACT)
- **SILENCE IS ALLOWED.**

# CONSCIOUS COMMUNICATION

## THE BENEFITS

- LASTING, PROFOUND *LIFE-AFFIRMING* EFFECT
- HARMONY
- STRENGTHEN CURRENT BONDS AND BUILD DEEPER ONES
- CLARITY
- LOOK AT A CHALLENGING SITUATION AND LET IT BREATHE AND BRING NEW LIFE TO IT



# AUTHENTICITY

*WHO AM I?*

*WHO ARE YOU?*

HOW DO YOU CREATE AND MAINTAIN VOICE WITHIN A GROUP?

HOW DO YOU SUPPORT OTHERS WHOSE VOICE IS NOT ACTIVELY OR FULLY ENGAGED?








# AUTHENTICITY


## WHAT IS AUTHENTICITY?

- BEING TRUE TO YOUR PERSONALITY AND VALUES
  - HONEST WITH SELF AND OTHERS
  - TAKING RESPONSIBILITY FOR PERSONAL ACTIONS
  - YOU ARE ALIGNED WITH YOUR VALUES, IDEALS, AND ACTIONS
- 



# AUTHENTICITY

## WHY BE AUTHENTIC?

- TRUST AND RESPECT
  - INTEGRITY
  - ABILITY TO DEAL WITH PROBLEMS
  - REALIZING POTENTIAL
  - CONFIDENCE AND SELF-ESTEEM
  - LESS STRESS
- 



# AUTHENTICITY

## HOW TO BE AUTHENTIC?

- LIVE BY YOUR VALUES
- IDENTIFY THE GAP
- LIVE WITH INTEGRITY AND INTENTION
- COMMUNICATE HONESTLY
- DON'T MAKE ASSUMPTIONS
- DEVELOP SELF-CONFIDENCE
- MANAGE YOUR EMOTIONS

# ME IN THE MIRROR

Who am I? Who are you?

Listen with intention to the verbal instructions



# CONSCIOUS COMMUNICATION

## EXERCISE

### INSTRUCTIONS:


IN GROUPS OF PAIRS, FACE ONE ANOTHER. MAKE EYE CONTACT FOR ABOUT 3 MINUTES. SPEAK ON A SELECTED EXTERNAL CUSTOMER SERVICE TOPIC YOU HAVE EXPERIENCED, WHILE THE OTHER LISTEN. THEN, SWITCH ROLES.

**LET'S DISCUSS AND SHARE!**



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**THE FIVE SECRETS OF THE CONSCIOUS COMMUNICATOR**  
BY DR. RICK BRINKMAN

**SECRET #1: MONITOR YOUR TONE OF VOICE**

- 55% OF THE MEANING WE DERIVE IS FROM HOW IT LOOK
  - 38% FROM HOW IT SOUNDS
  - 7% FROM WORDS THAT ARE SPOKEN.
- 



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**SECRET #2: LET PEOPLE FEEL UNDERSTOOD FIRST**

*BY MAKING IT YOUR GOAL TO UNDERSTAND THE OTHER PERSON FIRST YOU WILL ALSO UNCOVER THE OTHER THREE SECRETS OF THE CONSCIOUS COMMUNICATOR, POSITIVE INTENT, CRITERIA, AND BEHAVIORAL DEFINITIONS.*

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**SECRET #3: INTENT IS PURPOSE**

INTENT IS THE PURPOSE BEHIND AN ACTION OR COMMUNICATION. FOR EXAMPLE:

- *"IN ORDER TO UNDERSTAND..."*
- *"SO WE CAN PUT THIS BEHIND US..."*



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**SECRET #4: GATHER CRITERIA**

THE REASON PEOPLE LIKE OR DISLIKE IDEAS OR HAVE A PARTICULAR POINT OF VIEW IS BASED ON THEIR CRITERIA. ASSUME YOU KNOW NOTHING UNTIL YOU FIND OUT THE OTHER PERSON'S CRITERIA AND VICE VERSA.

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**SECRET #5: BEHAVIORAL DEFINITIONS**

- WORDS – ESPECIALLY THOSE THAT DEFINE BEHAVIOR – MEAN DIFFERENT THINGS TO DIFFERENT PEOPLE.
- FOR EXAMPLE, SOME PEOPLE DEFINE “LISTENING” AS QUIETLY TAKING IN EVERYTHING ANOTHER PERSON IS SAYING, WHILE OTHER PEOPLE DEFINE “LISTENING” AS ASKING QUESTIONS AND SHARING THEIR OWN EXPERIENCES.



**T.E.A.M – SYNERGY TO INCREASE THE FLOW**

**T.E.A.M = TOGETHER EVERYONE ACHIEVES MORE.**

- ANONYMOUS



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## IMAGES

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**THANK YOU**

***THE POINT OF POWER IS ALWAYS IN THE PRESENT  
MOMENT.***

