

# SAMPLE

## Course Summary Notes

### Section I: Identification

- Certificate Program: **SDC\_X** MDC \_\_\_ HRC\_\_\_\_\_.
- Name: **John Smith** Employee ID#: **000000**
- Enter course title: **Workplace Communications/Active Listening**
- Dates course taken: **1/13/2008**

### Section II: What are the key learning points from this course?

- The key learning points of this course are too:
  1. Use the Five Critical Elements of Communication Model to be a more responsible speaker
    - The five critical elements of the Communication Model are: (1) a responsive speaker, (2) clear language, (3) conducive environment, (4) receptive listener, and (5) feedback.
    - Of the five critical elements, feedback is the most important element used to verify the message was received as it was intended.
  2. Identify my preferred communication style and adapt the way I communicate to meet the needs of my audience
    - The four communication styles are: (1) Driver, (2) Expresser, (3) Thinker and (4) Relater.
    - My preferred communication style is Relater which indicates I tend to communicate in a slow and easy manner. I would be more effective if I adapted my style to a faster pace when communicating with someone who communicates in a Driver style.
  3. Recognize the importance of non-verbal cues and use them to increase the effectiveness of my communication
    - Non-verbal cues impact 55% of the communication process and can distort the message.
    - 87% of the information stored in people minds enters through their eyes.
    - Some examples of non-verbal cues are eye contact, body posture, facial expressions, gestures, vocal tone and clothing.
  4. Create and maintain healthy communication boundaries that foster an environment of open communication
    - Examples of formal and informal boundaries are workplace relationships, confidentiality, use of e-mail and internet, religion, and politics.

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*(Continued)*

- The four-step action plan to take when someone violates my boundaries is to inform them what they are doing, request they stop immediately, demand they stop, and walk away without a snappy or a get even comment.
  - Examples of what to teach others NOT to do around me are talking politics, speaking about religion, invading my private zone by getting too close, and gossiping.
5. Use active listening skills to increase my ability as an effective and responsive listener
- There are several ways to improve listening skills. Some examples are don't prejudge, be attentive, maintain good eye contact, paraphrase, ask questions, and don't interrupt.
  - The practice I could most improve on is to stop talking because you can not listen if you are talking.
6. Develop strategies to overcome common barriers to effective listening
- Some obstacles to active listening include inaudible voice, unfamiliar accent or speech problems, offensive tone, emotional trigger words, noise, and visual distractions.
  - Some strategies to overcome barriers to effective listening include empathizing with the speaker, being patient, holding your temper, and not arguing nor criticizing.

### **Section III: What are the benefits of incorporating these points into your work?**

All of the learning points will help me build on the skills required for advancement to a professional Human Resource Specialist position within the State. As a professional HR Specialist, I would use the communication model to promote open and honest communications in my section. More immediately, I will use the learning points to adapt my style to be more effective in communicating with co-workers. I also intend to share the course material with my Section, and believe my Section will benefit most by using the active listening tools to improve customer satisfaction within the Department.

## **Section IV: What impact did this course have on your developing the required competencies?**

➤ The competencies developed by this class are:

### 1. Interpersonal Competencies

- My interpersonal communication is improved by active listening techniques such as paraphrasing, asking questions, being attentive, and using positive verbal and non-verbal cues to understand ideas, concepts and feelings of others.
- My interpersonal responsiveness will be developed through my understanding of the four communication styles and finding ways to adapt my style to suit different people and situations.
- Group and team dynamics is impacted by concentrating on all five elements of the communication model to encourage and facilitate group/team cooperation through open and honest communication.

### 2. Critical Thinking

- Data gathering is increased and made more effective by active listening techniques such as asking open-ended questions to seek feedback and involving others in problem solving and decisions.
- Analysis is enhanced by recognizing the impact of non-verbal cues in the communication process. Body language doesn't lie therefore we need to be more aware of the non-verbal cues when communicating.

## **Section V: Discussion Notes with Supervisor:**

My supervisor and I both agreed effective communication in the workplace is key to customer satisfaction and the success of our Section. My supervisor said that communication in our Section is already good. But we also learned from this class that we need to adapt our styles in order to be more effective in communicating with each other.