

Communicating in Teams and Mastering Listening and Nonverbal Communication Skills



Overview of Teams

Advantages

- ◆ Information & knowledge
- ◆ Diversity of views
- ◆ Acceptance of solutions
- ◆ Performance levels

Disadvantages

- ◆ Groupthink
- ◆ Hidden agendas
- ◆ Free riders
- ◆ High costs

Characteristics of Effective Teams

**Clear
Purpose**

**Creative
Thinking**

**Focused
Efforts**



**Open
Communication**

**Consensus
Decision
Making**

**Conflict
Resolution**

Conflict: Is it a bad thing?



Preparing for Meetings

Purpose
*(Informational,
Decisional)*

Participants

Agenda

Location

Effective Meetings

Focus

Procedures
(Most preferable:
Parliamentary procedure)

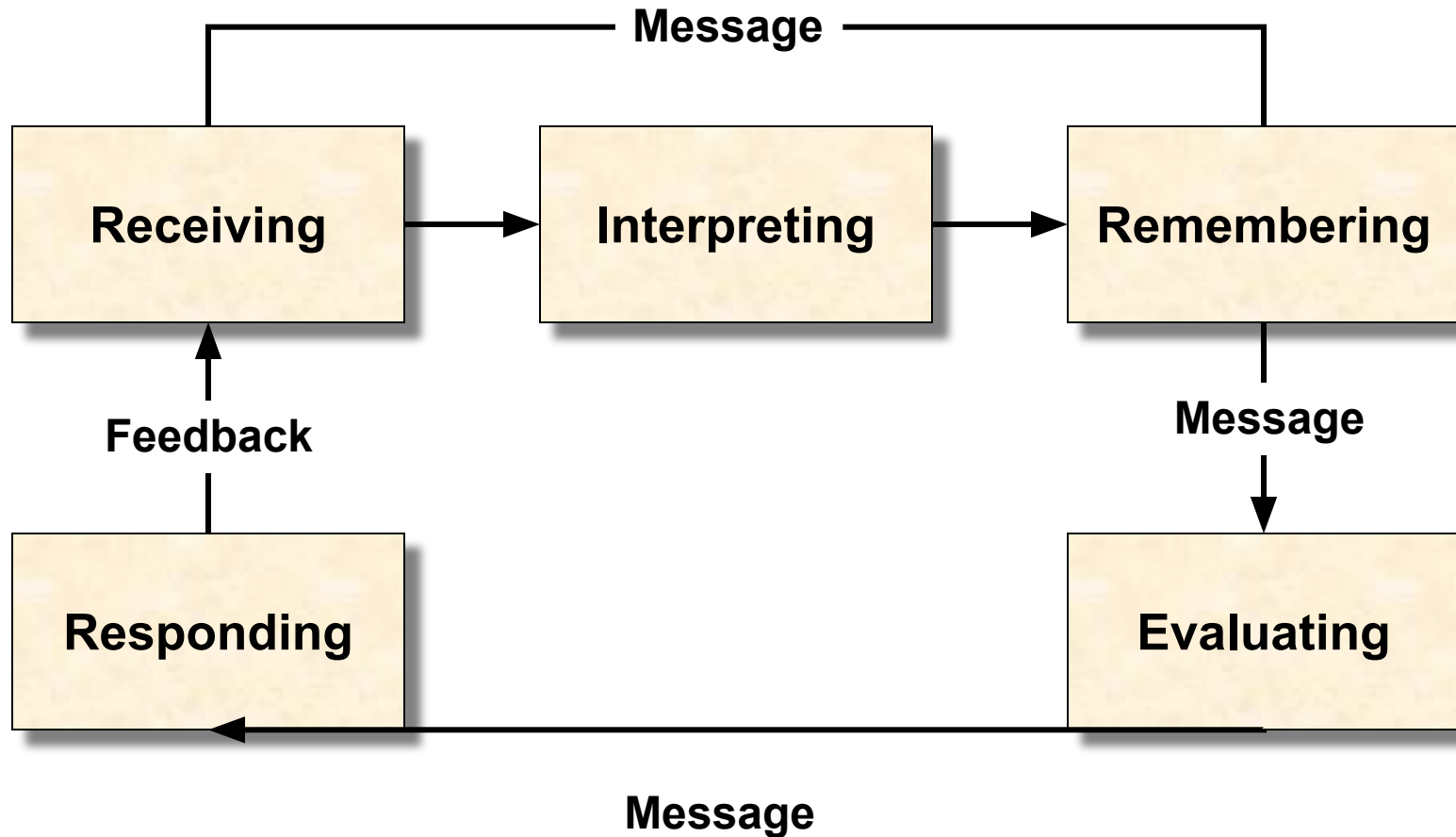
Participation

Closing

Follow-Up



The Listening Process



Barriers to Listening



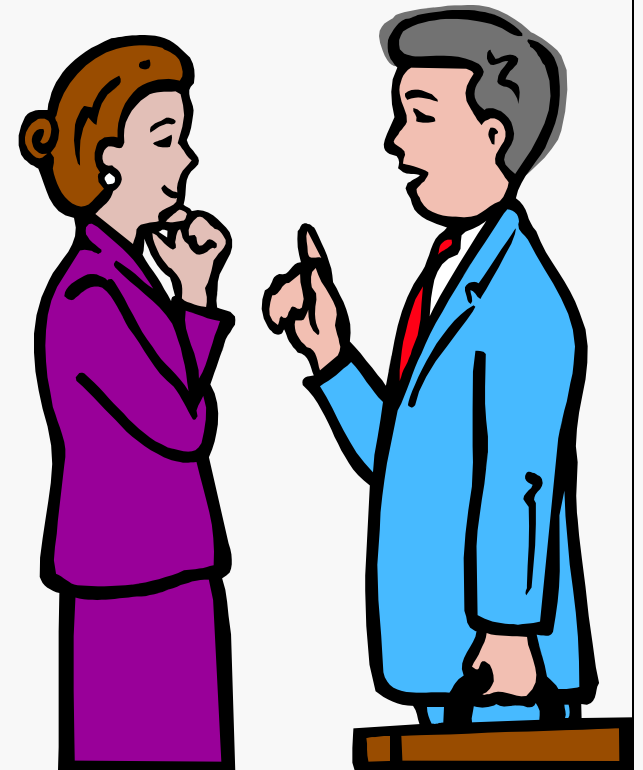
Prejudgment

**Self-
Centeredness**

**Selective
Listening**

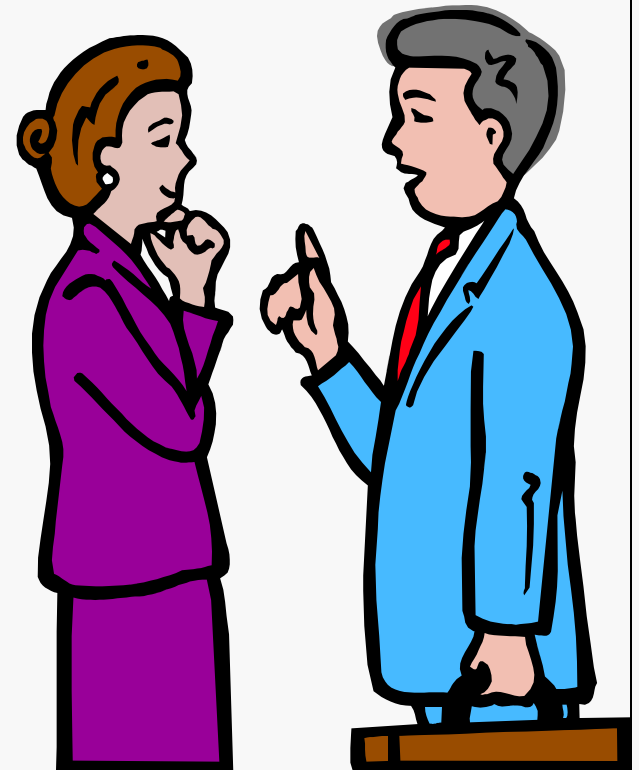
Effective Listening

- Find areas of interest
- Focus on content
- Hold your fire
- Listen for ideas
- Take selective notes



Effective Listening

- **Work at listening**
- **Block competing thoughts**
- **Paraphrase the speaker**
- **Stay open-minded**
- **Stay ahead of the speaker**



Receiving Telephone Calls



- **Answer promptly**
- **Identify yourself**
- **Establish rapport**
- **Be positive**
- **Take messages**
- **Explain your actions**

Making Telephone Calls



- **Get ready**
- **Schedule the call**
- **Minimize distractions**
- **Introduce yourself**
- **Maximize your time**
- **Maintain focus**
- **Use a positive close**

Nonverbal Communication



Intent

Spontaneity

Honesty

Efficiency

Types of Nonverbal Communication

Facial Expressions

Use of Time and Space

Vocal Characteristics

Gestures and Posture

Personal Appearance

Touching Behavior



Why is Dentistry Important?

Because even though he's missing an eyebrow,
the first thing you notice is his **SMILE**.

Maximizing Nonverbal Communication

- **Avoid conflicting signals**
- **Strive for honesty**
- **Smile genuinely**
- **Maintain eye contact**
- **Be aware of posture and gestures**
- **Use appropriate vocal signals**

Maximizing Nonverbal Communication

- **Know your audience**
- **Acknowledge comfort zones**
- **Shake hands appropriately**
- **Respect varying attitudes about time**
- **Use touch carefully**
- **Be aware of false cues**

Thank YOU!!