

Communicating in Teams and Mastering Listening and Nonverbal Communication Skills



Overview of Teams

Advantages	Disadvantages
<ul style="list-style-type: none">◆ Information & knowledge◆ Diversity of views◆ Acceptance of solutions◆ Performance levels	<ul style="list-style-type: none">◆ Groupthink◆ Hidden agendas◆ Free riders◆ High costs

Characteristics of Effective Teams

Clear Purpose

Creative Thinking

Focused Efforts

Open Communication

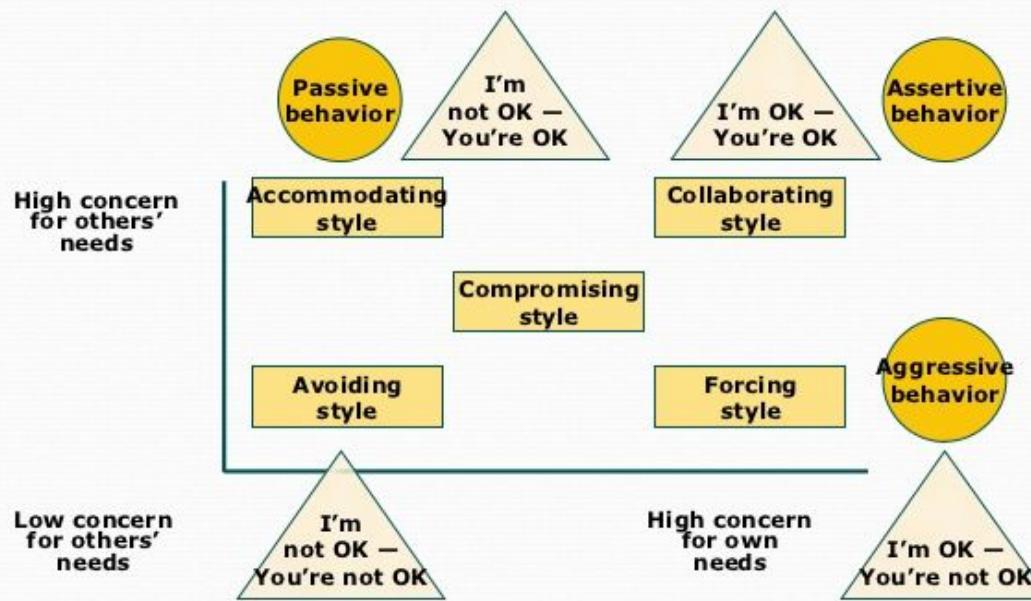
Consensus Decision Making

Conflict Resolution



Conflict: Is it a bad thing?

Conflict Management Styles



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Preparing for Meetings

Purpose
*(Informational,
Decisional)*

Participants

Agenda

Location

Effective Meetings



Focus

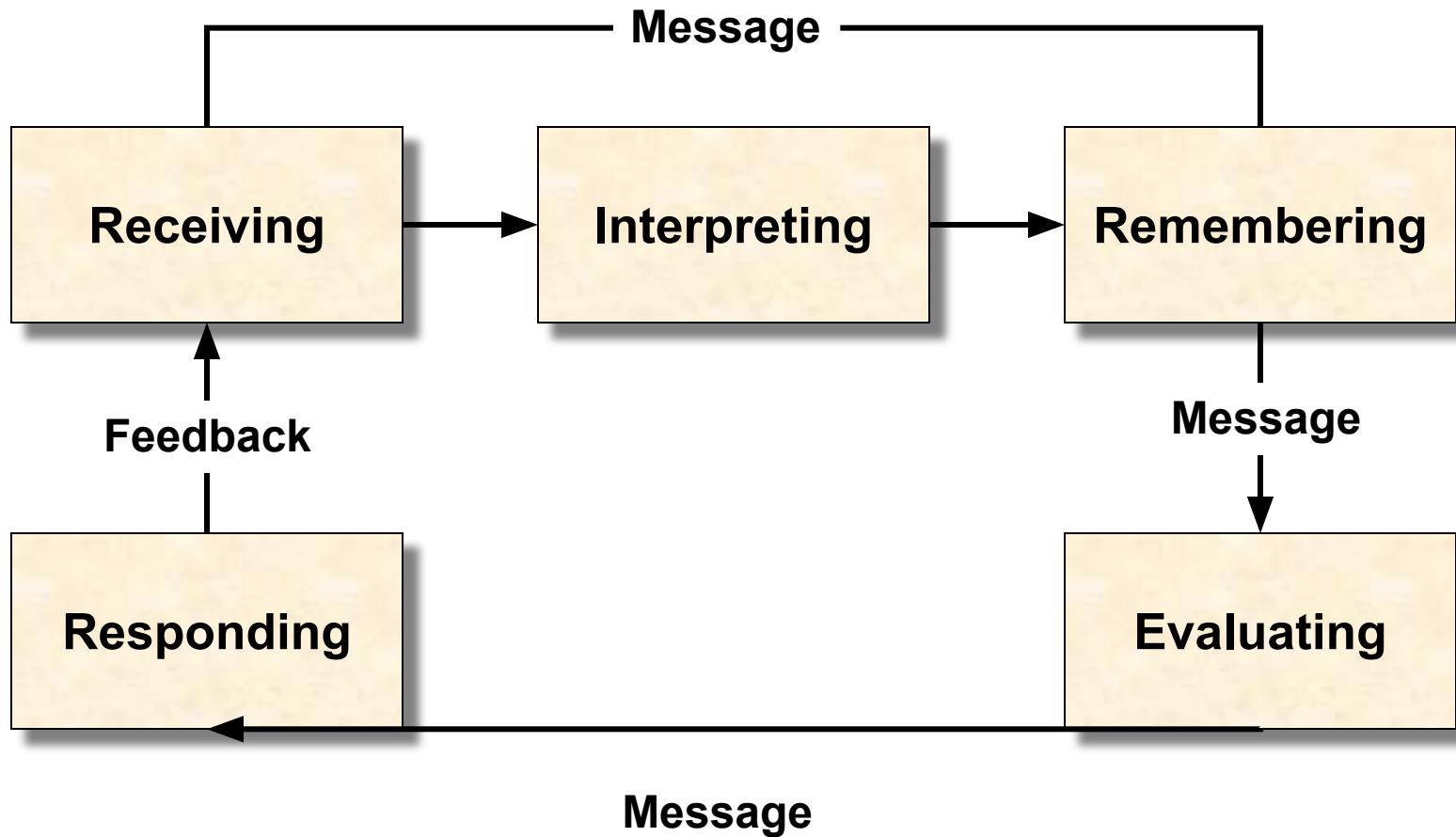
**Procedures
(Most preferable:
Parliamentary procedure)**

Participation

Closing

Follow-Up

The Listening Process



Barriers to Listening



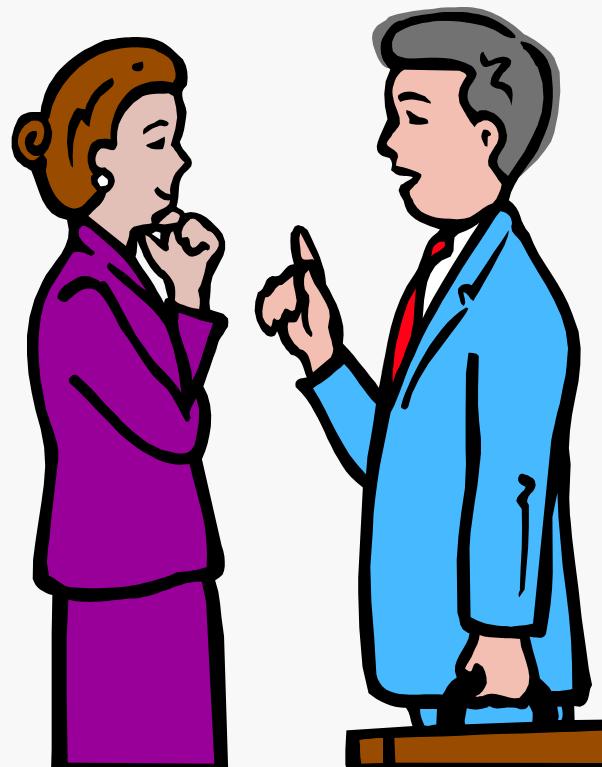
Prejudgment

Self-Centeredness

Selective Listening

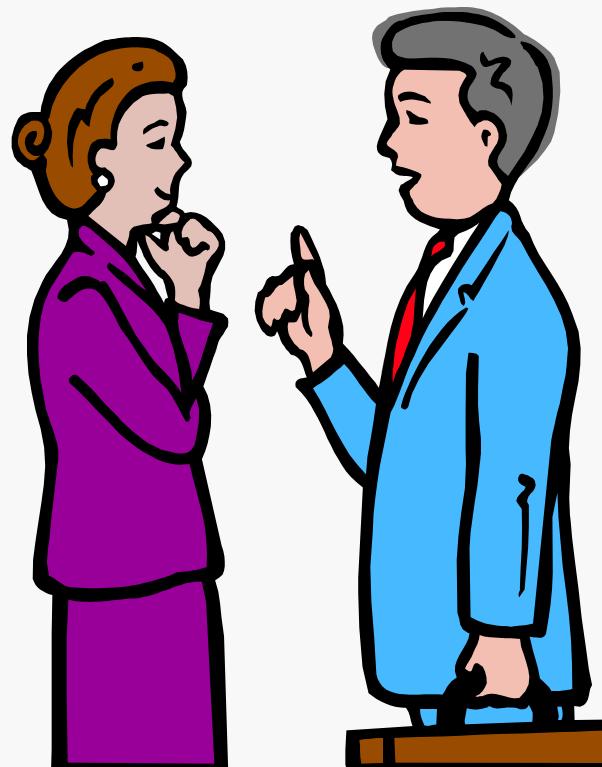
Effective Listening

- 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!!