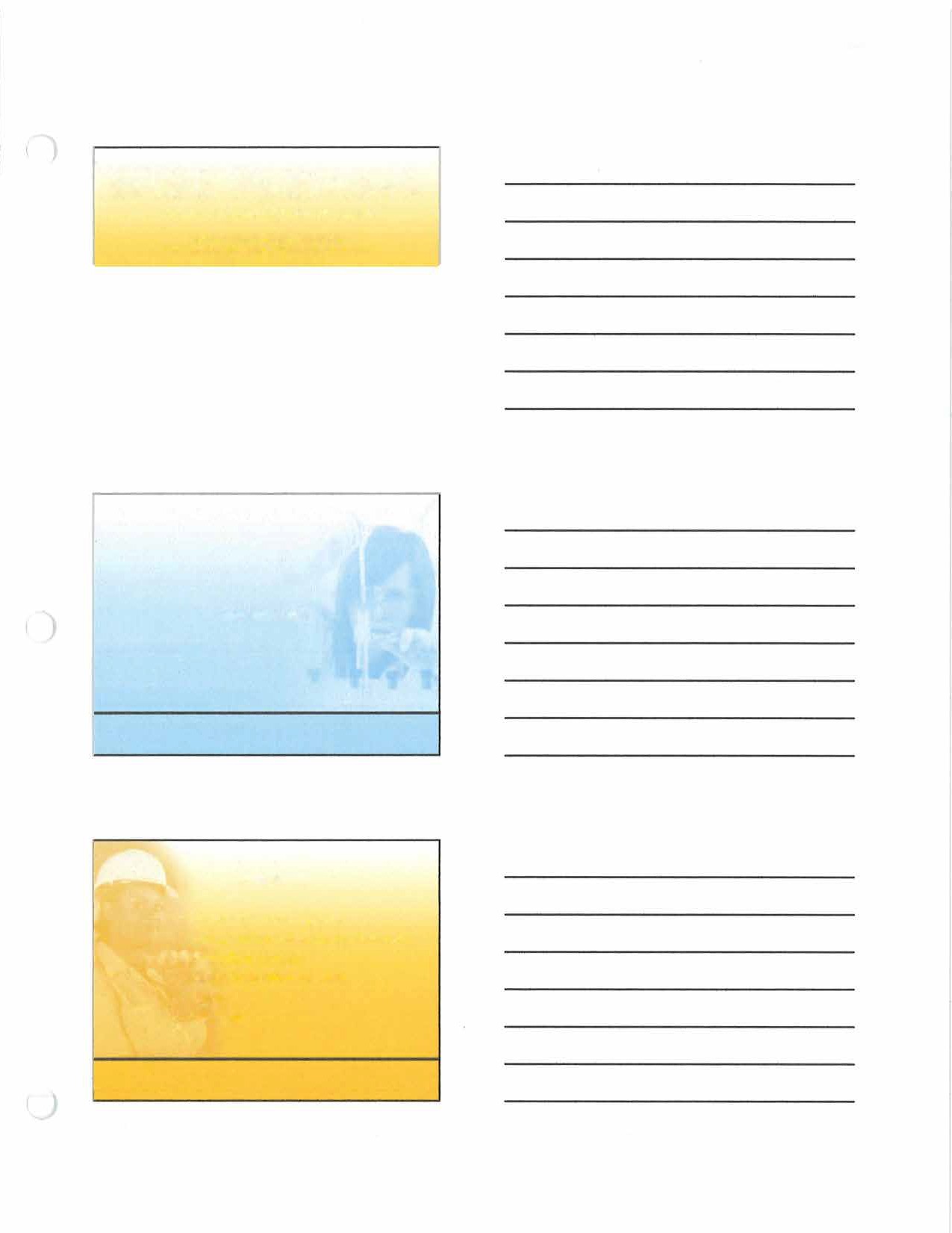
**Session 3-- Presentation Thumbnails**

***9/2/2015***



**WISE Pathways**

Women in Sustainable Employment

Building awareness of careers in construction,

energy & utilities, public safety, and manufacturing for women.

**Teamwork**

**Teamwork**

* Everybody works together
* All depend on others to do their part
* Help when you can
* Ask for help when needed
* Listen
* Speak up

**1**

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**Cooperation**

* + Work together
  + It IS your job
  + Offer to help when available
  + Life may not seem fair
  + No sulking

**i**

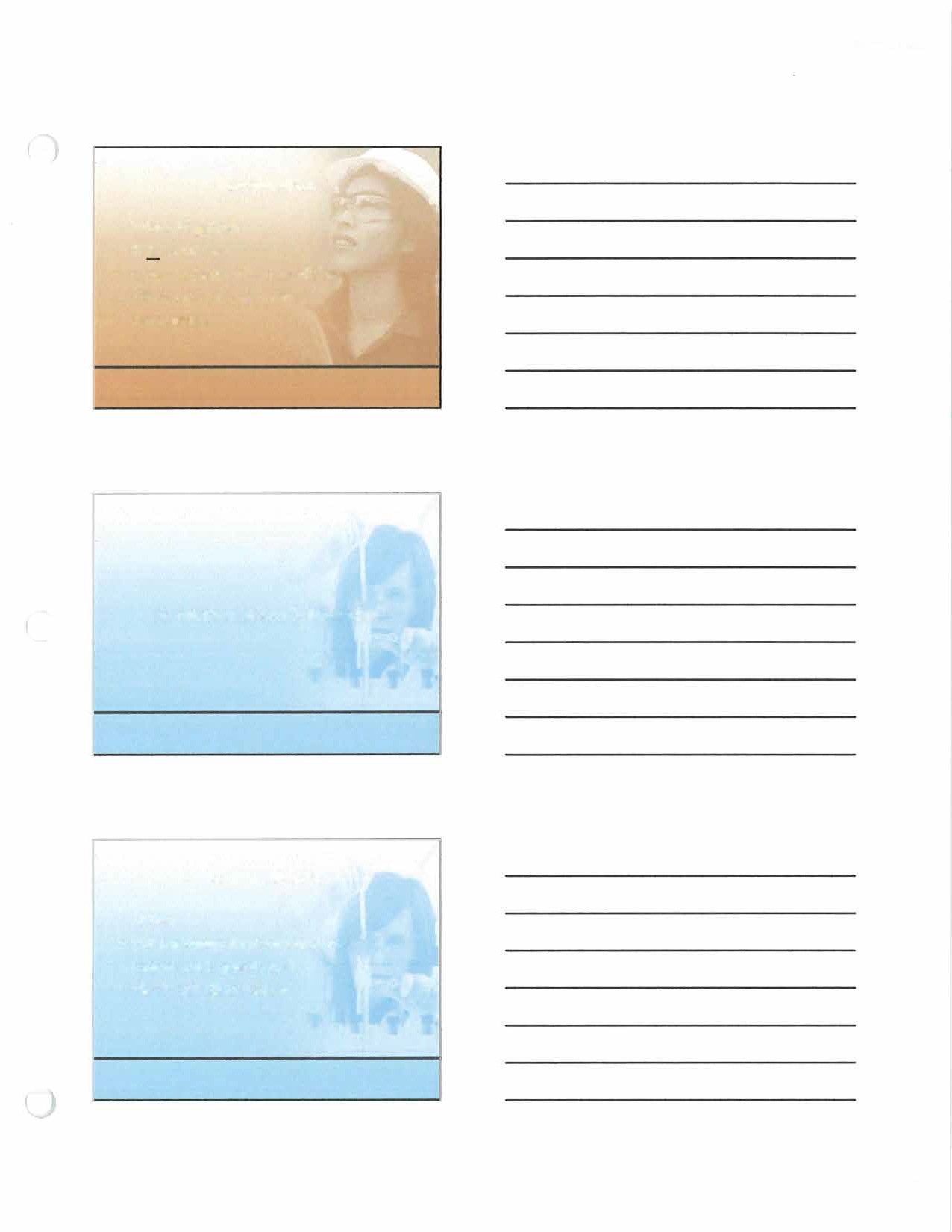
# ) Communication & Listening

#### Listen

**Communication**

i

#### Put message in your own words



*i*

* + Clarify (ask questions)
  + Block out distractions

2

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**Active Listening**

* Look the speaker in the eye
* Don't interrupt the speaker
* Don't move around
* Nod your head
* Concentrate
* Repeat instructions and ask appropriate questions when the speaker has finished

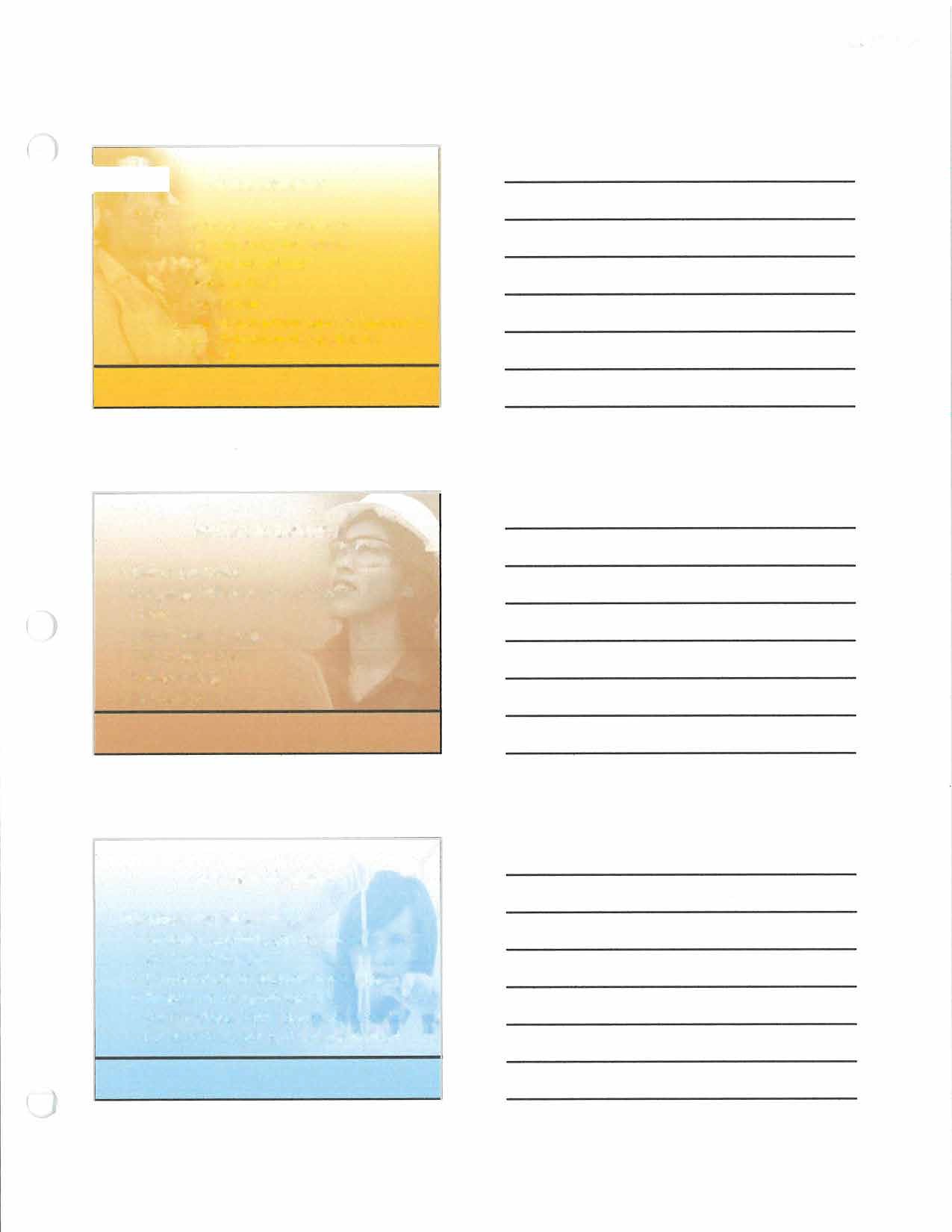
**Barriers to Listening**

* Bias or prejudice
* Language differences or accents
* Noise
* Worry, fear, or anger
* Lack of attention
* Daydreaming
* Distractions

**Sending Messages Effective Verbal Messages**

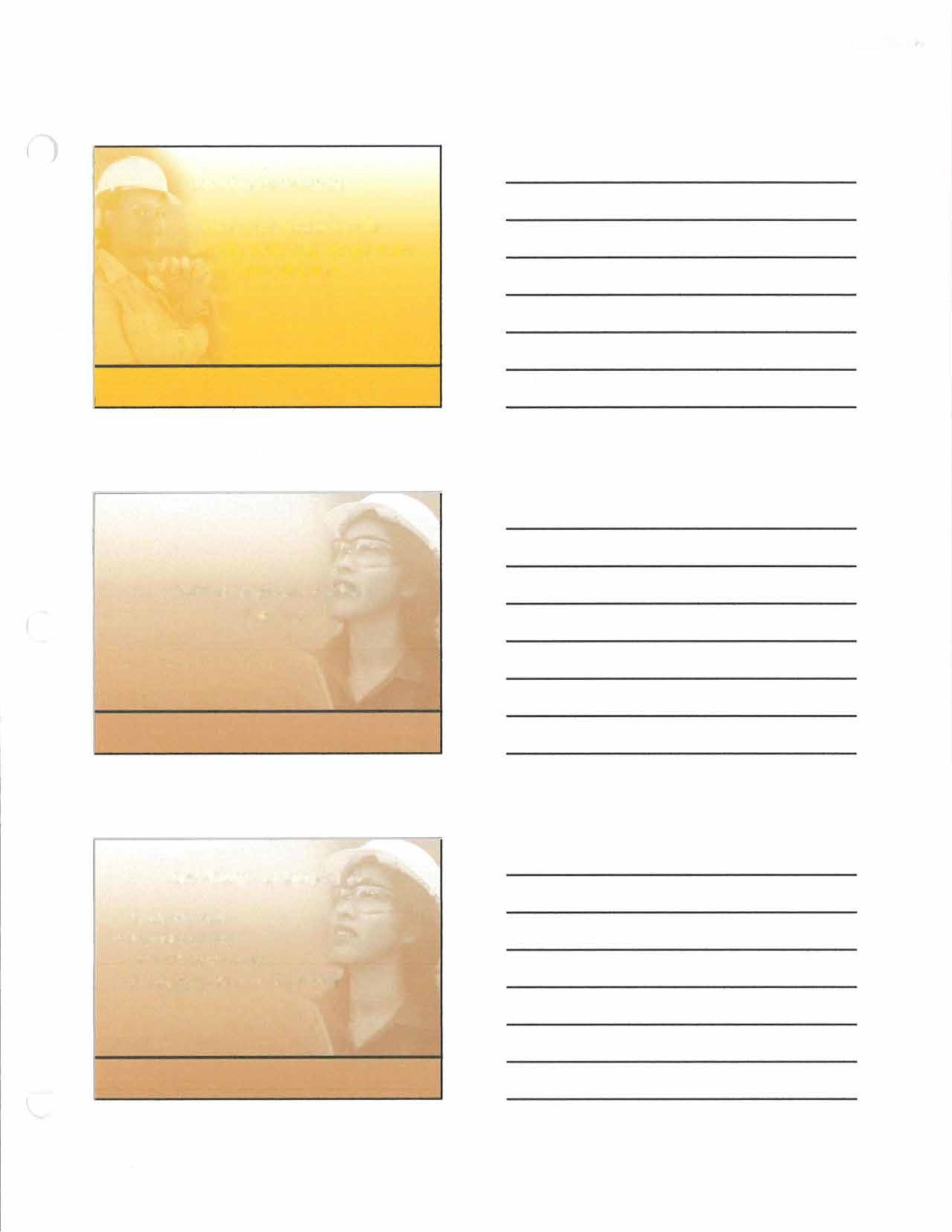
* + Are brief, succinct, and organized
  + Are free of jargon
  + Do not create resistance in the listener
  + Require practice/rehearsal
  + Don't include accusations and sarcasm
  + Focus on behavior and actions needed

"\.,.



#### 3

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**Listening Assessment**

* + - Assess your listening skills
    - Identify skills that would make you a better listener

**Coded Communication**

) **Exercise**

**Case Study - Digging a Hole**

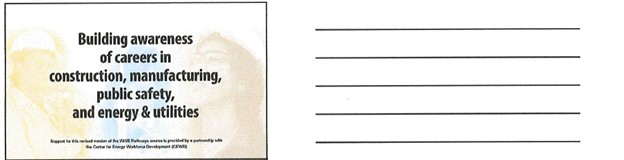
###### Study the case

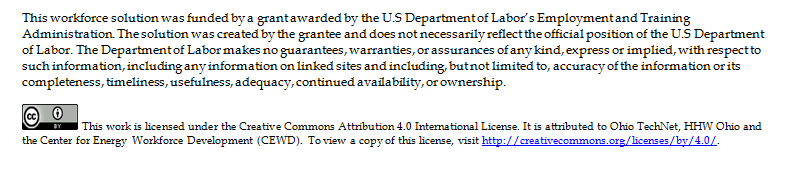
* *Identify options*
* *What should you do?*
* *Present decision and reasoning*

*)*

#### 4

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#### 5