

COACHING AND COMMUNICATION SKILLS

ACKNOWLEDGEMENT – CHANGE

OPTIONS - A A A

ACKNOWLEDGEMENT - EMOTIONAL VERSUS RATIONAL THINKING

Brain neurons for intellect and emotions are separate but have connections. Our limbic system is the emotional center of the brain and is an open loop system that depends a great deal on what we see, hear, smell, touch, and taste. Signals enter the brain base near the spinal cord and travels to the amygdala part of the brain that triggers emotions. The amygdala sends messages to other parts of our brain including our rational center in the neocortex located in the prefrontal area of the brain (behind the forehead). This is our logical or rational thinking center. But everything we experience passes through the limbic system first so we experience things emotionally before reason or logic can kick in. When reason and feelings collide, emotions generally win out. As emotional arousal increases, the blood supply to the problem solving part of the brain decreases. **EMOTIONS GET IN THE WAY OF LOGIC.** Emotions cause the logical brain to “go to sleep” making it harder to access the part of the brain that is reasonable. If emotions aren’t dealt with or faced, people have a tendency to stop listening to logic and you may hear excuses, “yes but” comments and / or denial or angry words.

NON-VERBAL CUES: Listen carefully to what is not being said. Watch body language, eyes, hands, motion, posture etc. If needed attend to what you see. “I may be wrong but your body language gives me the idea you have shut down.” “I saw something in your face that tells me you are confused.” “It looks like what I said upset you, am I right?” “You keep looking out the window so I am wondering if you are listening.” “I tend to talk to fast, maybe it would help if you repeat back the gist of what I told you.”

I MESSAGES: Used instead of “You.....” “I know this is hard to hear, but I am trying to show you your options.” “I would like to discuss what happened yesterday when we discussed your aftercare plan.” “I want to hear your side of things.” “I know this is hard but I need to give you this information and help you look toward the future.”

ACTIVE LISTENING: GIVE CENTER STAGE; SAY IT, ZIP IT.

- Minimal verbal responses:** Say very few words and then stop talking.
“Ah huh”, “I see”, “Go on”, “Tell me more”, “Really?”, “Wow”, “I’m listening”, “Gosh”, “That’s rough”, “Not easy”, “I’m surprised”, “Mmm”, “Oh?”, “How so?”, “Sounds okay to me”, “That’s rough”, “Not fair”, “Bummer”, “Unbelievable”, “Fantastic”, “Devastating for sure”, “Scary”, “Hard on everyone”, “Change is difficult”
- Clarifying:**
“Please describe what is going on for you right now.” “Tell me more about what your worries are.” “Please be more specific.” “Let’s make a list of what you need to do to put this plan into play?” “Please describe what bothers you the most.” “How about listing on paper all the pros and cons of this plan.” “Tell me, what is the hardest thing for is right now.”
- Open-ended Questions to gain more information.** Open-ended questions cannot be answered with a yes or no and begin with **WHAT** and **HOW**. Examples:
“What worries you the most?” “How can I help?” “What positive outcomes would you like to see? “What can I do to help?” How do you see that helping?” “How do you want to proceed?” “What about our discussion worries or bothers you the most? “How do you want to manage your own program?” “What is going on for you right now?” “How can I be more clear?”
- Reflective Listening.** The response you make has a **feeling** and **reason for the feeling** in it.
“I sense that this situation has upset you.” “It is difficult to deal with so many changes.” “I’m picking up that you are discouraged with this news.” “Are you feeling dismayed over your aftercare plan?” “Sounds like you are very agitated right now.” “Major change like this can be very scary.”



Liz Ashe, M.Ed. Keynote Speaker, Trainer, Coach, Consultant

Liz is a humorous, engaging speaker with contagious energy and enthusiasm. She delivers fun, content-rich, keynotes and training programs at the state, regional and national level. Specializing in Leadership Development, she developed and delivers a Leadership Path Institute - Certificate program. She, for fourteen years, was adjunct faculty for UMO's Certificate in Supervision Program and taught in their on-site leadership training program for Maine organizations. For several years Liz was an opening and closing keynote speaker for Clemson University Women's day long programs and has been a presenter and round table leader for several SHRM Maine State Council HR annual conventions. Liz, for over ten years, was a regular trainer for the state of Maine Department of Transportation and conducts annual Leadership Institutes for the Maine Veterans Homes. In 2012 Liz was chosen to be a speaker for the MeBiz Momentum Conference. Passionate about helping others, Liz uses real-life experiences as Springboards for Growth and provides a wide variety of programs including team building, customer service, communication, stress, change, the respectful workplace and other subjects for personal enrichment and empowerment.

Liz is a member of the National Speaker's Association and was Vice President of Professional Development for the New England Chapter where she where she served on the board in various positions for four years. She was chosen "1997 Chapter Member of the Year."

Liz is a certified DOT drug and alcohol trainer. She certifies Breath Alcohol Technicians, Urine Drug Collectors, and conducts DOT mandated Reasonable Cause Supervisor and DER Training.

Liz wrote for several publications and for twenty years authored an EAP publication "*Of Interest.*" She was interviewed on various television broadcasts including Senior Spectrum's Mature Life Styles program. Liz, for seventeen years, was a faculty member for the Medical Technology School at Eastern Maine Medical Center of Bangor and for ten years, she was an interpersonal communication skills trainer for EMMC's "Person to Person" Customer Service and TQM 102 program. She also taught several UM public programs on Stress, Communication, Customer Service, and Parenting. For twenty two years she was Director of Training for Affiliated Healthcare Management. In that capacity she delivered workshops to over 130 organizations with audiences ranging from union and non-union laborers to executive leaders.

Liz received her Master of Education and Bachelor of Arts degrees at the University of Maine. Liz is a graduate of Eastern Maine Medical Center's TQM train-the-trainer program and Eastern Maine Healthcare Systems' Lean for Healthcare program.

Liz is an avid amateur photographer. Past president of the Bangor Community Theater, Liz dances and performs in local community musicals, clog and line dances, collects antiques, and enjoys metal detecting, kayaking, four-wheeling, skiing, camping and boating with her family and friends.

For a list of client organizations and associations visit her website at www.LizAshe.com.