

# Effective Communication Between Council and the Administrator/Manager

“Communication Matters”

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# Non-Verbal Body Language

- ▶ Effective Communication Between Council and the Administrator/Manager
- ▶ Non-Verbal
- ▶ While the key to success in both personal and professional relationships lies in your ability to communicate well, it's not the words that you use but your nonverbal cues or "body language" that speak the loudest. Body language is the use of physical behavior, expressions, and mannerisms to communicate nonverbally, often done instinctively rather than consciously.
- ▶ Whether you're aware of it or not, when you interact with others, you're continuously giving and receiving wordless signals. All of your nonverbal behaviors—the gestures you make, your posture, your tone of voice, how much eye contact you make—send strong messages. They can put people at ease, build trust, and draw others towards you, or they can offend, confuse, and undermine what you're trying to convey. These messages don't stop when you stop speaking either. Even when you're silent, you're still communicating nonverbally.
- ▶ In some instances, what comes out of your mouth and what you communicate through your body language may be two totally different things. If you say one thing, but your body language says something else, your listener will likely feel that you're being dishonest. If you say "yes" while shaking your head no, for example. When faced with such mixed signals, the listener has to choose whether to believe your verbal or nonverbal message. Since body language is a natural, unconscious language that broadcasts your true feelings and intentions, they'll likely choose the nonverbal message.
- ▶ However, by improving how you understand and use nonverbal communication, you can express what you really mean, connect better with others, and build stronger, more rewarding relationships.
- ▶ **Facial expressions.** The human face is extremely expressive, able to convey countless emotions without saying a word. And unlike some forms of nonverbal communication, facial expressions are universal. The facial expressions for happiness, sadness, anger, surprise, fear, and disgust are the same across cultures.
- ▶ **Voice.** It's not just what you say, it's *how* you say it. When you speak, other people "read" your voice in addition to listening to your words. Things they pay attention to include your timing and pace, how loud you speak, your tone and inflection, and sounds that convey understanding, such as "ahh" and "uh-huh." Think about how your tone of voice can indicate sarcasm, anger, affection, or confidence.

# Conflict - Conflict Resolution

- ▶ Conflict is a normal part of any healthy relationship. After all, two people can't be expected to agree on everything, all the time. The key is not to fear or try to avoid conflict but to learn how to resolve it in a healthy way.
- ▶ When conflict is mismanaged, it can cause great harm to a relationship, but when handled in a respectful, positive way, conflict provides an opportunity to strengthen the bond between two people. Whether you're experiencing conflict at home, work, or school, learning these skills can help you resolve differences in a healthy way and build stronger, more rewarding relationships.
- ▶ **Conflicts continue to fester when ignored.** Because conflicts involve perceived threats to our well-being and survival, they stay with us until we face and resolve them.
- ▶ **We respond to conflicts based on our perceptions** of the situation, not necessarily to an objective review of the facts. Our perceptions are influenced by our life experiences, culture, values, and beliefs.
- ▶ **Conflicts are an opportunity for growth.** When you're able to resolve conflict in a relationship, it builds trust. You can feel secure knowing your relationship can survive challenges and disagreements.

# Managing with Humor

- ▶ We've all heard that laughter is the best medicine, and it's true. Laughter relieves stress, elevates mood, and makes you more resilient. But it's also good for your relationships.
- ▶ In new relationships, humor can be an effective tool not just for attracting the other person, but also for overcoming any awkwardness that arises during the process of getting to know one another. In established relationships, humor can keep things exciting, fresh, and vibrant. It can also help you get past conflicts, disagreements, and the tiny aggravations that can build up over time and wreck even the strongest of bonds.
- ▶ Sharing the pleasure of humor creates a sense of intimacy and connection between two people—qualities that define solid, successful relationships. When you laugh with one another, you create a positive bond between you. This bond acts as a strong buffer against stress, disagreements, disappointments, and bad patches in a relationship.
- ▶ Humor can help you:
- ▶ **Form a stronger bond with other people.** Your health and happiness depend, to a large degree, on the quality of your relationships—and laughter binds people together.
- ▶ **Smooth over differences.** Using gentle humor often helps you address even the most sensitive issues.
- ▶ **Diffuse tension.** A well-timed joke can ease a tense situation and help you resolve disagreements.
- ▶ **Overcome problems and setbacks.** A sense of humor is the [key to resilience](#). It helps you take hardships in stride, weather disappointment, and bounce back from adversity and loss.
- ▶ **Put things into perspective.** Humor can help you reframe problems that might otherwise seem overwhelming and damage a relationship.

# Having a Professional “Wing-Person”

- ▶ Having a professional “wing-person” in an organization that knows the innerworkings of the organization and has credibility can be a invaluable resource to an Administrator/Manager.
- ▶ Someone who can lay bare the issue(s) of the day and comment on how you are managing the issue can keep you centered, balanced, open and prepared to deal with everyday issues, change perspectives, pivot or in some cases offer an apology if that will move the organization forward.

# Resource:

- ▶ Help Guide to effective communication:

[www.helpguide.org/articles/relationships-communication/effectivecommunication.htm](http://www.helpguide.org/articles/relationships-communication/effectivecommunication.htm)