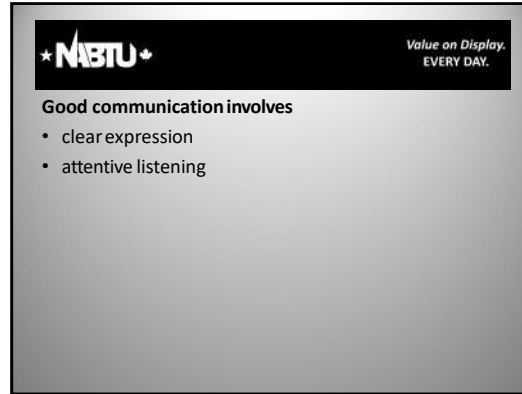
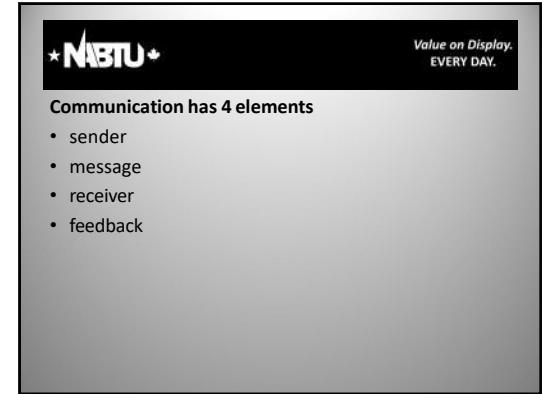


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Ways to send messages

- speaking
- writing
- drawing
- sign language
- body movement

4

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Barriers to spoken communication

- soft or garbled speech
- incomplete messages
- noisy environment
- lack of fluency or knowledge

5

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Listening skills

- focus on content
- use your eyes
- be open-minded
- overlook distractions
- choose to be interested
- ask questions

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Asking questions

- prevents problems
- clarifies messages
- exposes weak arguments
- reveals changed opinions

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Answering questions

- be patient
- explain
- verify understanding

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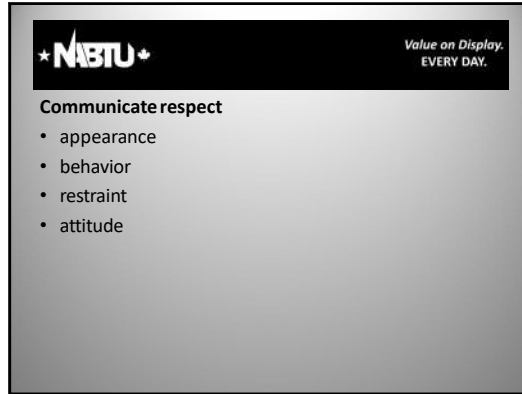
Nonverbal communication

- usually physical
- tone of voice
- some are universal
- many are culture-specific
- include rituals
- sometimes environmental

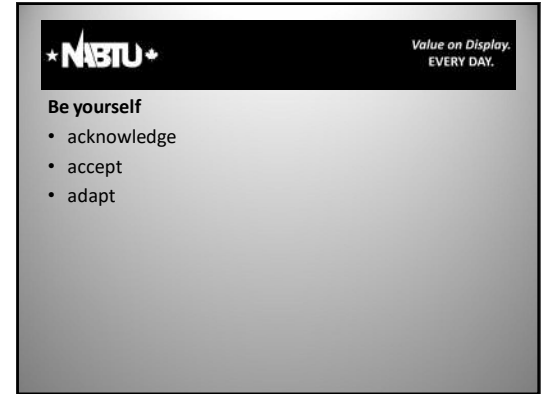
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Negative feedback

- if you get it
- if you have to give it

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Teamwork

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A team is

- small group
- Working toward a common goal

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Team building

- respect
- learn
- be reliable
- carry your weight
- be positive

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Barriers to teamwork

- unsolicited advice
- different standards
- speed vs. quality
- Team Communication

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Ethics

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Communication ethics

- honesty
- respect

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Honesty

- promises
- fraud

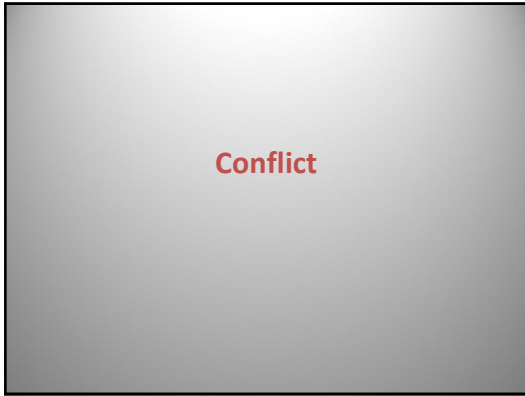
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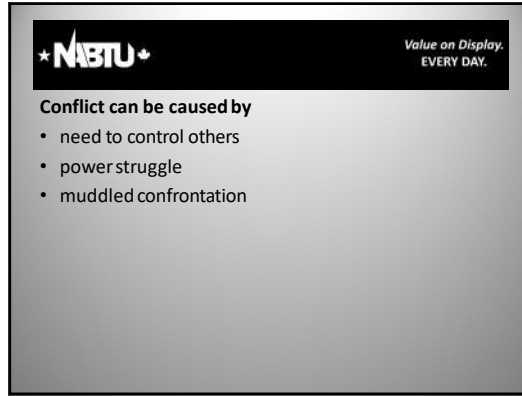
Ethical Choices

- acting ethically
- dealing with harassment

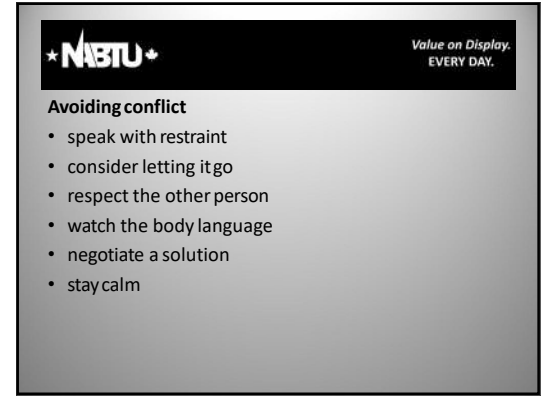
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Resolving disagreements fairly

- don't gossip
- respect the other party
- take a time-out
- use chain of command
- focus on the issue, not the person
- no abuse

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Conclusion

- These standards of conduct and communication shouldn't be new to you, but they're always good to be mindful of. Does anyone have any comments about this section?

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