12:00 p.m. Welcome & announcements
12:05 p.m. Presentation
12:45 p.m. Questions & answers
1:00 p.m. Wrap up
Improving Team Performance Through Better Listening & Interpreting Body Language
Cost of Poor Communications

Big Companies:
Average loss per company of $62.4 million per year because of inadequate communication to and between employees.

Smaller Companies:
Miscommunication cost smaller companies of 100 employees an average of $420,000 per year.
Benefits of Improving Team Communications

- Builds trust
- Prevents or resolves problems
- Increases productivity through clarity and direction
- Builds relationships
- Increases engagement
Autobiographical Listening

What we do most often, which is not helpful

• We evaluate
• We probe
• We interpret
• We advise
Reflective Listening

What we should do...

- Passive listening
- Reflective listening
  - Reflecting the speaker’s content
- Empathic listening
  - Reflecting the speaker’s emotional state
Meeting Assessment

- Level of muscle tension
- Openness
- Distance
Identifying Decision Makers

- Identify the process leader
- Gauge the amount of speech
- Eye checking
Meeting Assessment: Integration

- Isopraxis
- Relaxed muscle tone
- Open posture
- Moving closer to you
- High levels of comfortable eye contact
- Relaxed facial muscles
Meeting Assessment: Integration (cont.)

- Lack of movement
- Head nodding
- Smiling
- Direct body orientation
- Legs out in front of the body (while seated)
- Looks of approval passing between guests
Meeting Assessment: Dis-Integration

- No isopraxis
- Muscle tension increases
- Body compression occurs
- Stomach is covered
- Moving farther away
Meeting Assessment: Dis-Integration (cont.)

- Eye contact is fleeting with many breaks
- Increased facial tension
- Increased hand/foot movement
- Body orientation diverted
- Looks of skepticism or general lack of approval pass between attendees
Dis-integration Response Strategy

• Stop presentation
• Acknowledge the lack of connection
• Accept responsibility for miscommunication
• Ask for assistance
  • Example: Is there something I could do to better address your needs?
  • If they redirect you, you will likely succeed at your task
Dis-integration Response Strategy

• Change your presentation style
• Stand up
• Move to a dry erase marker board and create a simple visual aid to illustrate a point you are making
• Remain standing
  • You are over 40% more likely to gain agreement if you stand while presenting
How to make this work for your team?
## Check List

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Tips</th>
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<tbody>
<tr>
<td>Improve Listening</td>
<td>• Reduce distractions</td>
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<td></td>
<td>• Be present</td>
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<td>• Don’t interrupt</td>
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<td>• Don’t judge</td>
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<td>• Invite others to contribute ideas</td>
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<td>• Ask clarifying questions</td>
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<td>• Use summarizing statements</td>
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<td>• Learn from mistakes</td>
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<td>Interpret Body Language</td>
<td>• Pay attention to tone, cadence of voice</td>
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<td></td>
<td>• Watch expressions, set of the mouth, slope of the shoulders</td>
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Recommended Reading
North Carolina Biotechnology Center