Functional Words

Effective Verbal and Non-Verbal Communication

NYSAIS: The Office Conference for Administrative Professionals 2017

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Overview

• Written (non-verbal, not face-to-face)
• Phone (verbal, not face-to-face)
• In-person Observing (non-verbal, face-to-face)
• In-person Conversation (verbal, face-to-face)
Written: non-verbal, not face-to-face

- Emails, letters, blurbs, texting, etc.
- Writing should have diplomacy, tact, and finesse
- Picking your battles
- Empathy and support
- Length: being direct, but friendly
- Avoid: passive aggressive, absolutes
- Visually appealing
- When in doubt, let it marinate and read aloud
- Paper trail versus picking up the phone
Exercise

• You receive the following email from your direct supervisor:

  Betty,
  
  You are responsible for maintaining the copy paper and yet we have none. Please complete an order immediately.
  
  John

• The order was placed the day before, on the usual day office supplies are ordered. How do you respond?
Conversation: verbal, not face-to-face

- Phone, primarily
- Identify the most common phone calls
- Prep your materials of reference
- Breathe before picking up the phone
- Verify anything that is uncertain
- Confirm next steps
- Listen before responding
- Maintain tone
Exercise

• One volunteer is needed to “receive a phone call”.
• What were the strengths of the conversation?
• Was the situation diffused?
• Is there anything that could have been handled differently?
Observing: non-verbal, face-to-face

• Sitting in on a meeting, moral support
• Where are your shoulders?
• Where are your hands?
• Neutral face
• Staying focused
Exercise

• Take notice of how you are sitting in your chair for this session
• Where are your feet?
• Where are your shoulders?
• How does your neck feel?
• Where are your hands?
Conversation: verbal, face-to-face

- One-on-one or group meetings
- Body language
- Tone of voice
- Audience needs
- How to have positive resolution
Exercise

• Partner up at your table. One person the parent of a current student.

• Each scenario is no more than two minutes.

• First scenario: the parent is not happy they must wait outside to pick up their child from school at dismissal. You get to diffuse that parent.

• Second scenario: the parent needs to submit updated medical forms before a school overnight camping trip. The parent is on the Board of Trustees. You have to get them to comply.