

# Resident Empowerment Program

**The Palm Beach County Office of Community Revitalization**



**PALM BEACH COUNTY  
OFFICE OF COMMUNITY REVITALIZATION**

**MODULE 2**  
**EFFECTIVE COMMUNICATION**  
**AND**  
**MEETINGS**

# What is Communication?



# Five Types of Communication

- ❖ Listening
- ❖ Non-verbal
- ❖ Verbal
- ❖ Visual
- ❖ Written

**Which form of communication results in fewer misunderstandings?**



I'M ONLY  
RESPONSIBLE  
FOR WHAT  
I SAY  
NOT FOR  
WHAT YOU  
UNDERSTAND.

## Six Problems of Communication<sup>1</sup>

1. Words are not always precise.
2. The speaker may be talking in “code”.
3. Decoding is guesswork.
4. The topic may not be the topic.
5. Blind or intense emotion.
6. Listeners are often distracted.

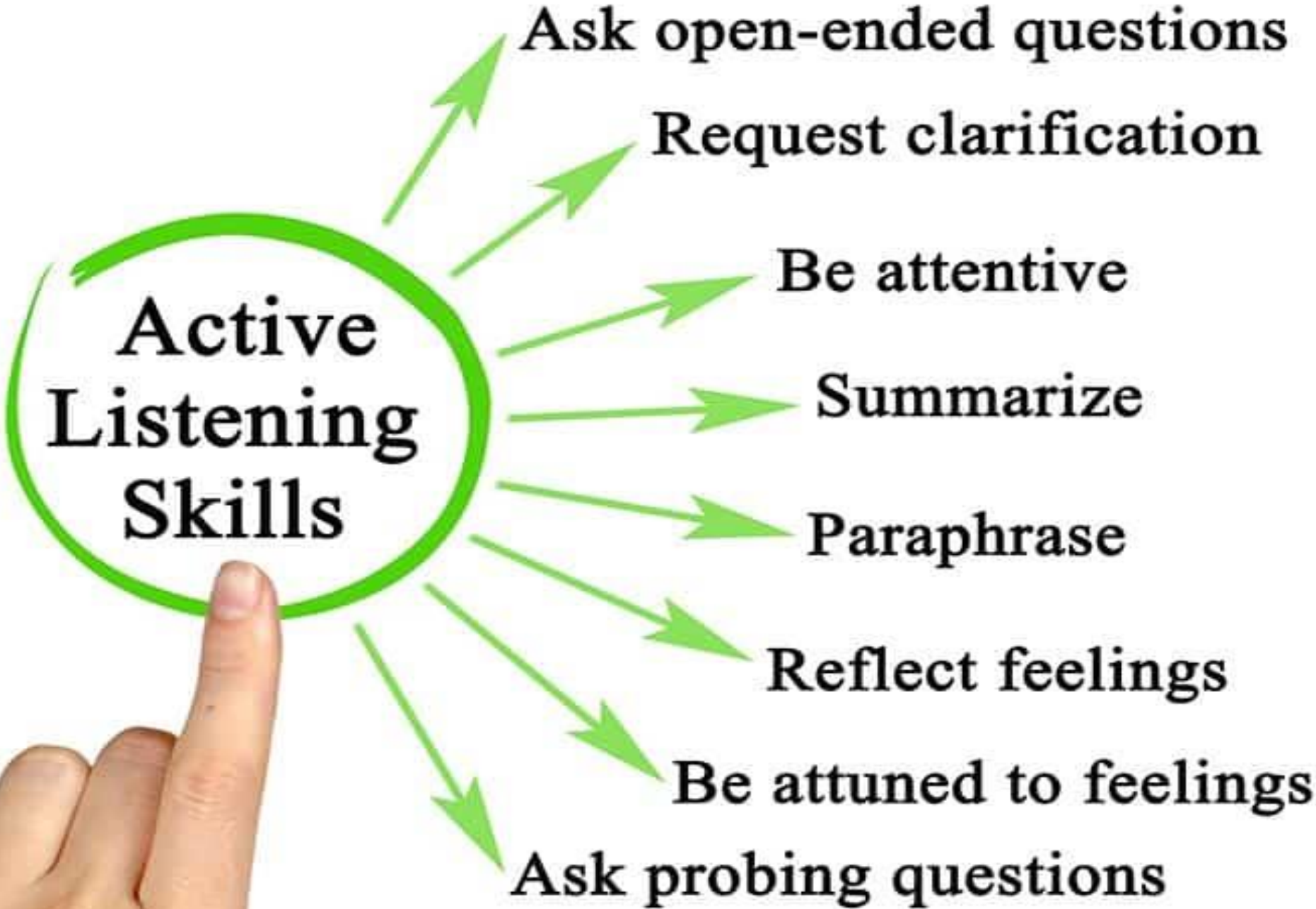
<sup>1</sup> [Anatasia Christidou. Six Problems of Human Communication. www.anastasiachristidou.com/communication/six-problems-of-human-communication-3/](http://www.anastasiachristidou.com/communication/six-problems-of-human-communication-3/)

## Active Listening

The biggest  
communication problem  
is we do not listen to  
understand.  
We listen to reply.

*Listening means  
paying  
attention.*

*Rick Kolste*



**Active  
Listening  
Skills**

**Ask open-ended questions**

**Request clarification**

**Be attentive**

**Summarize**

**Paraphrase**

**Reflect feelings**

**Be attuned to feelings**

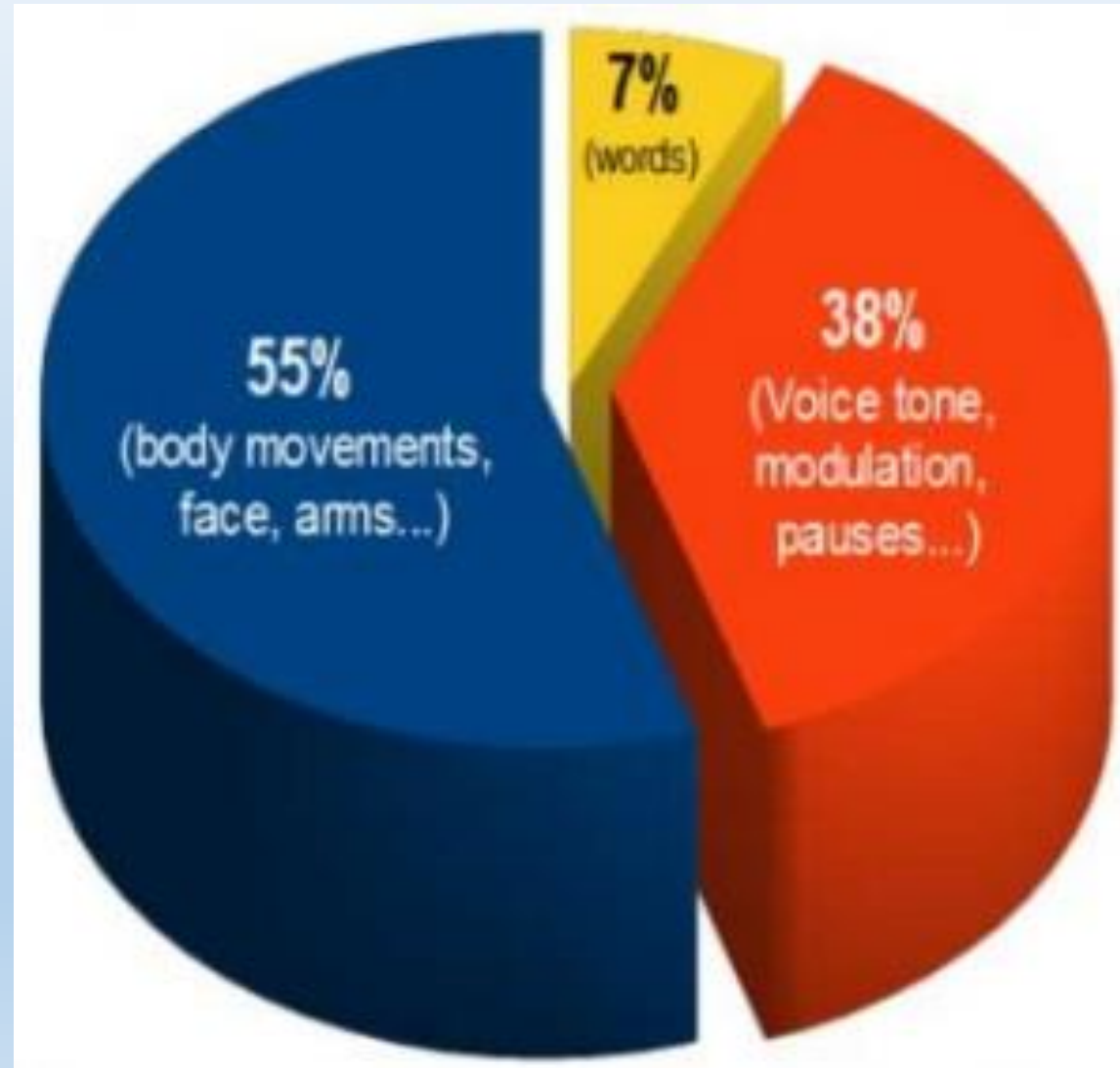
**Ask probing questions**

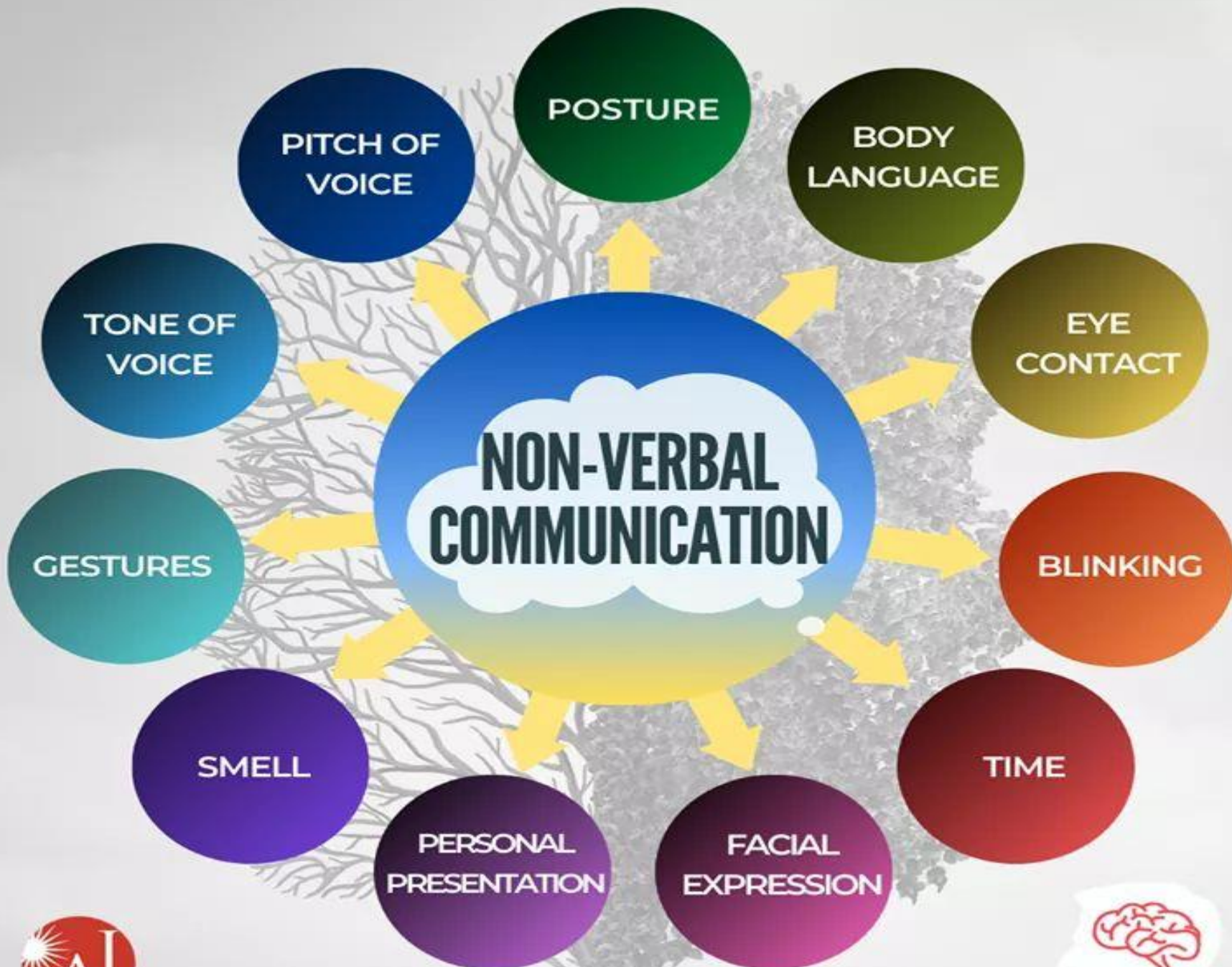
# Tips to Build Your Listening Skills

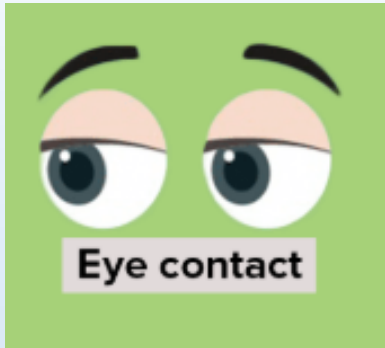
- ❖ **Focus on the speaker** – maintain eye contact
- ❖ **Turn your head to the left** - Your right ear is the “listening” ear
- ❖ **Acknowledge your interest** – nod, or say yes
- ❖ **Open posture**
- ❖ **Let the speaker finish**
- ❖ **Reserve judgement**
- ❖ **Ask for clarification**
- ❖ **Be sensitive to the speaker**
- ❖ **Stay calm** – especially during a disagreement.



# Majority of Communication is Non-verbal!







## Non-Verbal Communication Can:

- ❖ Reinforce the message of your words or contradict it
- ❖ Substitute for words. Your face is more expressive than your words
- ❖ Let's see if you are able to read body language.



# What does this body language indicate?



**A** Sadness

**B** Confidence

**C** Nervousness

**D** Shame

**True or false:  
When talking to someone, feet pointed  
towards you is a sign of mutual  
interest.**



# Which of the following images contain attraction cues?



**A** Touching ear



**B** Hiking up skirt



**c** Biting the lower lip



**D** Shrugging and pointing



**E** Tilting the head



**F** Rolling up sleeves



**G** Winking

**Which of the following eye movements indicates that a person is lying?**



**A** Looking left

**B** Looking right

**C** Looking up

**D** None of the above

# What does this body language cue indicate?



**A** Happiness

**B** Fear

**C** Confidence

**D** Excitement



**Which of the following pictures best portrays the disgust emotion?**



**A**



**B**



**C**



**D**

**Is this a genuine smile?**



**A** Yes

**B** No

**True or false:  
Putting objects in the mouth (such as pens, eyeglasses, fingernails) can be a sign of anxiety.**

**True or false:  
Crossed arms always indicate  
someone who is closed-off.**

# Which area of the body does someone typically touch to indicate sincerity? (Choose one)



**A** Ear



**B** Nose



**C** Arm



**D** Knee



**E** Chest

**Which of the following body language cues from this picture indicate anger?  
(choose up to 5)**



**A** Head tilted downwards

**B** Eyebrows lowered

**C** Eyes narrowed

**D** Mouth to the side

**E** Hands on hips

# What does their body language likely indicate?



**A** Frustration

**B** Fear

**C** Tiredness

**D** Shame

**E** All of the above

# Multicultural Communication and Collaboration

- ❖ Different is not less than
- ❖ Find out where your residents come from (Census)
- ❖ Learn about their cultural values of residents (Google)
- ❖ Overall, all cultures share a lot of similar values
- ❖ Focus on the similarities



## Types of Meetings

- ❖ **Board Meetings** – Regularly scheduled meetings of the elected board members. Minutes taken to reflect decisions.
- ❖ **Resident Meetings** – Regularly scheduled meetings open to all residents. To inform residents of projects and progress.
- ❖ **Ad Hoc Committee** – Typically formed to address research on topics and present findings to the Board of Directors.
- ❖ **Subcommittee** – Finance and Grants for example

# Holding Effective Meetings

- ❖ Determine the type and reason for meeting
- ❖ Notify residents through multiple channels
- ❖ Have an agenda
- ❖ Start and end on time
- ❖ Make progress & celebrate your wins
- ❖ Be positive
- ❖ Stay on topic
- ❖ Diffuse conflicts
- ❖ Have a sign-in sheet
- ❖ Incentivize attendance with food and/or 50/50 raffle

# Agendas and Minutes

## When to Use Them and What to Include

- ❖ Post agenda to social media
- ❖ Always include the date, time and location
- ❖ Minutes should be used for 501(c)3 organizations
- ❖ Minutes are not a transcript. Only actions are recorded.

# Robert's Rules of Order



- ❖ **Parliamentary process**
- ❖ **Ensures meetings are fair, efficient, democratic and orderly**
- ❖ **Models courtesy and respect**
- ❖ **Keeps the meeting moving**
- ❖ **Limits disruptions**
- ❖ **No gavel required!**

## **Remember to -**

- ❖ Speak Positively**
- ❖ Be Open to Different Points of View**
- ❖ Listen**
- ❖ Pay Attention**
- ❖ Move Forward**
- ❖ Have Fun!**