The Martial Art of Communication

Rob Pennington, Ph.D.
Educational Psychologist and Partner
RESOURCE INTERNATIONAL
Power to influence flows to the person with the least resistance to change and the most openness to another point of view.
How much time do you guess you spend dealing with differences of opinion and conflicts?
The typical manager spends 25 - 40% of his or her time dealing with workplace conflict. (1-2 days every workweek!)

-Washington Business Journal
But let’s not talk about it. Let’s experience it.

The Fist Exercise
Speed through Stress in 5 steps in 15 seconds

Breath Deeper
Relax Completely
Reassure Yourself
Think Positive
Look for the Humor

Video and Worksheets at www.SpeedThroughStress.com
The Martial Art of Communication with Dr. Rob Pennington

Turn Conflict into Agreement

Know the “1 Thing” that causes most conflicts

% of Conflict is because of a Misunderstanding?

Disagreement
The majority of disagreements are really agreements we didn’t see!
The Martial Art of Communication with Dr. Rob Pennington

Take a look at your handout
The Martial Art of Communication with Dr. Rob Pennington

Please describe a difference of opinion at work or at home that you would be willing to talk about.

3 Questions That Can Eliminate You Misunderstanding

"What is it you want me to know?"

"Is there anything else?"

"Is that all?"

"People tolerate a disagreement when they experience being understood. They will not tolerate not being understood!"

Resolve Misunderstandings with 5 Levels of A Clear Communication
The Martial Art of Communication with Dr. Rob Pennington

3 Questions to End Conflict ©

What is it you want me to know?

Is there anything else?

Is that all?

Video and Worksheets at www.SuccessfulWorkRelationships.com
The Martial Art of Communication with Dr. Rob Pennington

3 Questions that can eliminate you misunderstanding:
- "What is it you want me to know?"
- "Is there anything else?"
- "Is that all?"

"People tolerate a disagreement when they experience being understood. They will not tolerate not being understood!"

Resolve misunderstandings with 5 levels of a clear communication:
1. Facts
2. Thoughts
3. Emotions
4. Importance
5. Expectations
The Martial Art of Communication with Dr. Rob Pennington

3 Questions that Can Eliminate You Misunderstanding

"What is it you want me to know?"

"Is there anything else?"

"Is that all?"

People tolerate a disagreement when they experience being understood. They will not tolerate not being understood!

Resolve Misunderstandings with 5 Levels of a Clear Communication®

- Facts
- Thoughts
- Emotions
- Importance
- Expectations
The Martial Art of Communication with Dr. Rob Pennington

Communication skills that create agreement faster

3 Questions to End Conflict©

5 Levels of a Clear Communication©

6 Stages in Reaching a Supportive Agreement©

Video and Worksheets at www.SuccessfulWorkRelationships.com
The Martial Art of Communication with Dr. Rob Pennington

TEDxTAMU

3 Keys to Successful Work Relationships
How Leaders Balance Authority and Collaboration

ROB PENNINGTON, PHD
Practical tools for improving the performance of leaders and teams
www.DrRobSpeaks.com