

# the Art of Communication

We have all walked away from a discussion where participants may have understood the outcome of the conversation very differently.

How does this happen? Often, people may selectively hear parts of the conversation, simply not pay attention or interpret words differently.

Devote your attention on the art of communicating. Take time to truly listen, not just hear words. Focus on the speaker, make eye contact, don't interrupt and be conscious of your body language when interacting with others.

Take a moment to confirm you have understood a conversation correctly with our guests, your peers and supervisor. Now, that sounds like a plan!



set **High standards**  
express **Empathy**  
show **Respect**  
display **Optimism**  
be **Effective**  
find **Solutions**



**AVI FOODSYSTEMS**<sup>INC.</sup>  
THE FAMILY DIFFERENCE IN HOSPITALITY SERVICES

"Listening is an art that requires attention over talent, spirit over ego, others over self."

- Dean Jackson, Author

July  
2019



**COMPLETE THE FOUR ACTIVITIES FOR THIS TOPIC THROUGHOUT THE COURSE OF THE MONTH.**

**Activity #1**

Review the Hospitality Training poster for the month of July.

Communication is necessary for us to build relationships, to convey ideas and to delegate responsibilities. It is imperative for us to have good communication skills and to practice those skills. Think of the way you interact with others; do you use slang? Perhaps your facial gestures are easy to read. Think about your body posture when you converse with others; does it show lack of engagement? Throughout the week, pay attention to how you communicate with others. Focus on your facial expressions and recognize your posture when you speak with others. Discuss amongst your team what you have noticed in the way you express yourself to others verbally and nonverbally.

**Activity #2**

How effective is your communication? Challenge yourself to see if others can easily understand what you are trying to say. Place two chairs back-to-back. Have one person sit in one of the chairs with a pencil and blank piece of paper. Have a seat in the second chair, ensuring that you are both not facing one another. Describe to the person with the pencil and paper an object you have in your hand. It can be an object of your choosing, but you may not explicitly say what the object is. Once completed, see if your description was clearly understood. What could you have said differently to help the other person draw a different picture? Find ways to be effective when communicating information to others.

**Activity #3**

Body language is a type of nonverbal communication in which a person expresses or conveys information physically without using our words. What does your body language say to others? Have one person from your group volunteer to act out the following poses while others say what the poses mean to them.

- Standing with hands on the hips
- Arms crossed over chest
- Resting hand on cheek
- Tapping fingers or toes
- Rubbing eyes
- Standing upright
- Playing with hair
- Resting head in hands

Discuss as a team how body language can support or contradict the messages we intend to communicate.

**Activity #4**

Communication is not only what we say, it is what we hear. Being a good listener is one of the ways to be a good communicator. If we are not listening, it will be hard to know what is being asked of us. Take time to practice active listening. Pay close attention to what is being said, look for nonverbal cues such as facial expressions or a person's posture, ask clarifying questions, and paraphrase what is being said to ensure understanding. Practice amongst yourselves by discussing a situation or story. Ask questions, avoid interruption and paraphrase what you heard.