

Got Communications?

OBJECTIVES

- List two typical communication challenges during large, chaotic incidents.
- Relate the experience of the Zulu Toss game to basic principles of communication
 - Business as usual communications
 - Major incident communications
- Understand how listening can be an important part of communication
- Understand how to deliver a clear message
- Develop strategies to overcome barriers to communication during large, chaotic incidents

First Aid Medical Emergency Communication

Sample: Heart attack!

Is this effective communication?

Why?

Basic Blueprint of Communication

Three mandatory components:

- Sender
- Message
- Receiver

Basic Blueprint of Communication

What's the difference between normal daily communications and communications in a major event?

	Normal Communications	Major Event
Sender		
Receiver		
Message		

Effective Listening As a Communication Tool

Two way

- Audiences should listen to the speaker
- Speakers should listen to the audience

Both the sender and receiver are responsible

Barriers to Effective Communication

Telemarketers

What are barriers to effective communications?

Barriers to Effective Communication

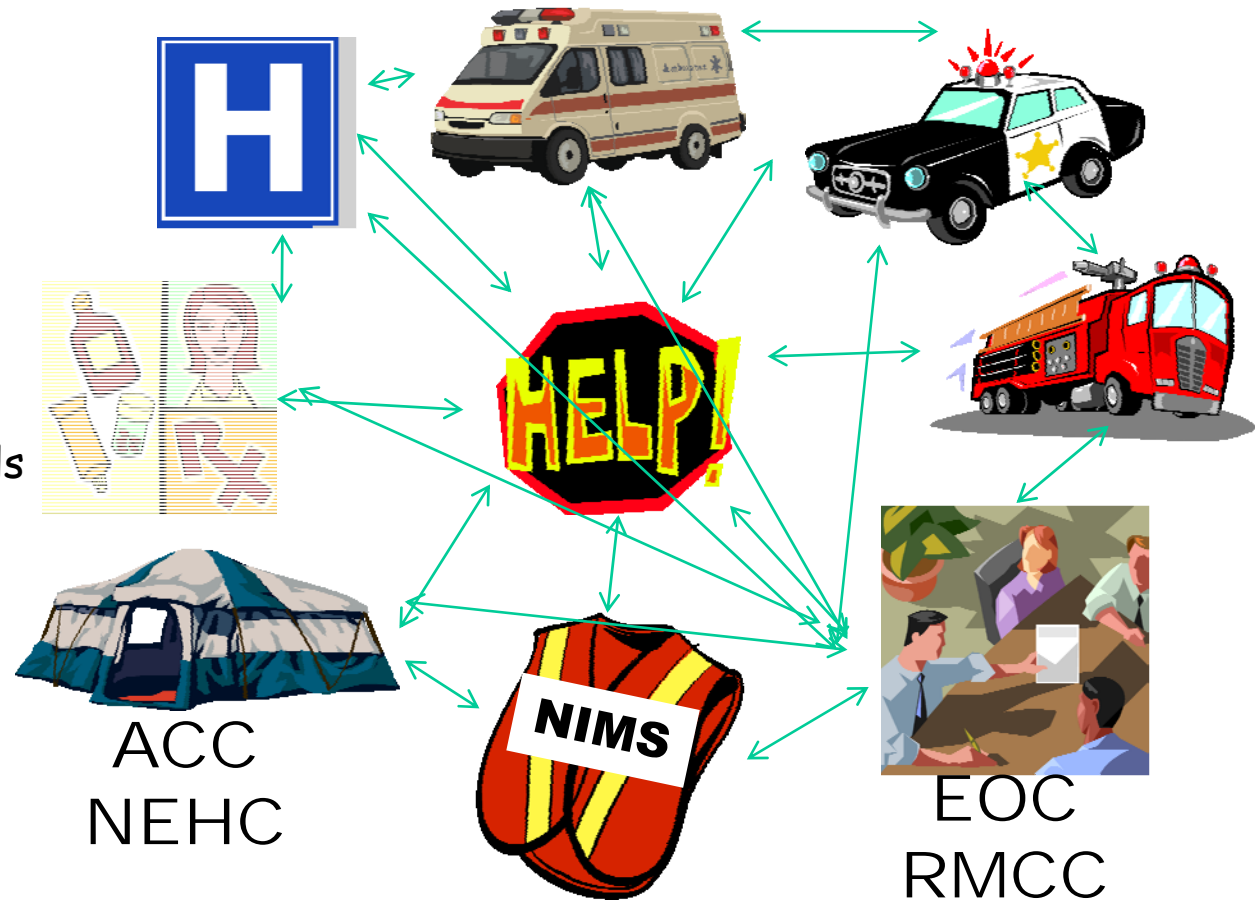
- Lack of common ground
- Lack of sincerity
- Lack of authority
- Lack of clarity
- Poor presentation skills
- Lack of receptiveness
- Environment

Ways to Assure Good Communication

- Common Ground
- Sincerity
- Authority
- Clarity
- Good presentation skills
- Receptiveness
- Environment

Good Emergency Communications

- Common Ground
- Sincerity
- Authority
- Clarity
- Good presentation skills
- Receptiveness
- Environment



Good Teaching

- Make it hands-on
- Set an achievable, understandable goal
- Use a multi-media approach - handouts, visuals, etc.
- Demonstrate the process
- Let the participants try it
- Give support and praise

Good Teaching

- **E**xplain how to do the skill
- **D**emonstrate how to do the skill
- **G**uide others
- **E**nable others to use the skill

COMMUNICATION

- Is a tool of leadership
- Is essential to effective teams
- Is vital in an emergency situation
- Should be clear and concise
- Sender and receiver consider each other
- Is written, verbal, and unspoken
- Feedback is a gift

*GREAT LEADERS
ARE GREAT
COMMUNICATORS*