

COMMUNICATION PART 7

Lest you forget the many effective leadership communication choices available, are you keeping a copy of these important skills? Each skill has its place in a conversation, and mastery of the most effective talent for the situation covertly makes you in control of the conversation! Past communication skills—Parts 1 through 6-- (in case you missed them) are on my website. And--more skills to come!

Energy Control: Selection of daily activities (even one day at a time) for yourself or others will require that you set priorities and communicate those priorities to others. Knowing what a focus is or is not can be daunting! You have only so much energy in a day. Decide where you (or others) need to expend energy to meet priorities. Energy placement is a critical way to communicate.

An interesting phenomenon occurs when you determine and meet real and significant priorities. The outcome is that the smaller and perhaps less critical priorities seem to disappear. If this does not occur, you need to revisit and reorder the listing of the priorities. As a human being, you cannot meet every demand in life, and you must select the direction you want/need to go every day to make progress and communicate success—let alone personally feel successful. The adage about the need to pick your battles (or priorities) applies—you will not win the war all at once—but, just maybe, one day at a time!

Transactional Analysis (TA): TA is known to be an integrative approach to all psychologies. It was introduced in a book entitled “Games People Play” by Eric Berne (1964). It involves the communication states/kind between a parent, adult, and child domain/area of information. Berne refers to these three domains as “ego states.” Ego (self), in this sense, refers to the psyche and how it reacts to the outside world. The age of the person is not a factor. The person’s communication behavior determines the ego state used—parent, adult, child). The communication ego state used by a person is usually an outcome of their life experience and what that person has found that works for them in the past!

Examples of the three TA Ego States---The words spoken (or ego state of communication) to another person during word transmission can be analyzed in any of the three domains—such as:

Parent Communication: This could be an authoritarian and perhaps demanding request of someone, and it would be like talking down to a child.

Adult Communication: Sharing experience, requesting what you think about a situation, or a personal opinion statement.

Child Communication: It includes childish behaviors of pouting, crying, or demanding behavior. Like a child, the person wants their way, or there is acting-out behavior to control a situation. It can occur in disappointment (crying and pouting) or in jubilation times with broad smiles, jumping up and down, and generally displaying increased inappropriate energy.

Recognizing TA ego states is a fascinating realization as you listen to conversations. The goal is to communicate in the adult ego state, and helping others to restate their communication to be in the adult-like ego state is the effective role of the leader. Your desired goals and human relationships will improve as you work with others if an adult ego state is used in shared communication.

Remember---people will continue to do what has worked for them at a similar given point in time as an outcome of life experience—or until that pattern has been successfully interrupted with a more workable behavior!! That interruption to more Adult Communication is the goal of a leader.

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