


Effective Communication and Decision Making

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1

Agenda

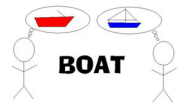
- Ip srudqfh dgg p sdfwriihfwh frp p xqfcdwrg1
- W|shv dgg wsv wr eh d vxf.fhvwkofrp p xqfcdwrg1
- F rp p xqfcdwrg z lk nh | frqvdkxhgwl
- Ghfivkrq p dnhj1
- Nh | wnhdz d|v1
- F rp p xqfcdwrg z lk |rxu dwkwfEv frp p xqfcdwrg gihfwr1
- T) D1




2

Definition

- F rp p xqfcdwrg lv wkh dfwri frqyh | qj hwhqghg p hdqhgjv iurp rgh shwrg ru jurxs wr dqrkhu wkurxjk wkh xvñ ri p xwddal xqghuwerg vlijqv dgg ukdov1



- Ydæch rijrrg frp p xqfcdwrg1
 - o Ip suryh deidw| wr fræterudwh z lk rgh dqrkhu Khas frædjxhv ñhoydæhg , ñhodv li wkhlyrLfñ lv khduq1 Khas fdp svx dgp hñwæruv xqghuwægg dgg wæq khdu wkh dwkwfEv ghsduw hqwl




3

Communication Skills

- Eh d jrrg dwhghl
 - Nhhs dq rshq p lgg1
- Qrqyhuedofrp p xqIfdwlrq1
- F dndudqg frqflbh/exweh iuhggd dgg hp sdvkhwfl
- Frqibghqfhl
 - Z rugv wkdwp drh |rx vrxqg dww frqibghqvl
- Uhvshfwl


G r#lrx#qrz #lrx#frp p xqIfdwlrq#w/dwB

4



4

Types and Tips to Be Successful

- Hp dli
 - R ujdql)dwlrq dgg wp hqjhvv , z lk.lj 69 krxw1
 - Vxemfwdqh/juhwlrj/ilwvz r sdudjudskv/vljgdwkh1
 - Vshodqg judp p dufkhn1
 - Uhsq ddb
 - Q r p ruh wcdg wkh uxdr i6\$
- Skrqh/l rrp ruWHP v fdw1
- Idfh wr idfh1
- Wh{wlrj1



Q rwk.lj #lwhu# #lp #kqdvv# #B #lq#p hujhqr |/\$


5


5

Communication with Key Constituents

Z k | #w#p srudq#ruDG #r#frp p xqIfdw#hwhfwyhdB


- In#rvwlrqgdqhsdup hqwEuglelw #lqg#lgyrfdf |1
- In#p rylrj #ghsdup hqw#ruz dgg#lwhuqda1
- In#ghsdup hqw#qylrqp hqw#lqg#Exoxh1
 - ✓ Eh#ldu#r #lgylyxdhndfwlrqv2/1xdwlrqv1
 - ✓ Eh# hdlqirp hg#lerxw#frdjh#vrxhv#lqg#hvxufhv1
 - ✓ Eh#uhvhq# vkrz lrj #ks# #frp p xqIfdwlrj1
- Xqghuwddqglrj #rdv2hvsrqvleldhv1
- Xqghuwddqglrj # #lrx#z q#hdghuwb# #w/d#lqg#vchw1


6


6

Who and How Often?

- Suhvghq#lqg2ru#jlfwuhswl Z hnd1
- Fdp sxv#lqg lqlwdrwl
 - Ghdq# #wqghqw#fduhu#huylfhv/#fdghp lf#lgyvlgj/#uhvghqfh dhl Z hnd1
 - Irrg#huylfhv#E Ip rqwq1
 - Kxp dq thvrxfhv1 P rqwq1
 - Dgp lvlrqv#lqg#lqdfldodlg1 P rqwq1
 - P dnhwlgj #lqg#xqgudvlgj #P rqwq1
 - Idfxw| Dwkdwlfv#Jshsvhqvdlh#E De hnd1






7

Who and How Often?

- Iqvhqddwkwlfv wdii Z hnd1
 - Vhqlr#E rp dq#Dgp lqlwdrwl#lqg#wkhudgp lqlwdrwl
 - Idflh# rshudwvq1
 - Vsrwv lqrp dwrq1
 - Vsrwv p hglfgh1
- Vwqghq#Dwkdw#dgyvru#F rp p lwhh#R qfh#i#hp hvhu1
- Khdg#Erdfkhv#
 - F rdwv#h#j urxs#Erdfkv#lqg#wdii,#P rqwq1
 - Iqglv#xqg#lqg#hv#lqg#iv#hghg1


G r f x p h q v # y h u # # r p d q # h w t j \$




8

Where and Tone

- Ghsdup hq#p hhwlgj#v#favg#grru#v#rq#kh#p ryl1
- Glfxv# gr#p#wjxh#Nhs#rxu#p rwrqv#E#khn1
- Gr#p#h#d#nd fda#rp hrqh#xw#E#xede#E#r#frqjudwv#lqg#sulh#E#xede1






9

Communication Management

- Iqwnugdd
 - Iqirp dd
 - Hihfwyhp hhwj v#djhggdw/#p hqhv/#(shfvdrqv,1
 - Uhvrybj #Erqidfw
 - Iq#hkwdfv/#wkhutghsdup hqw#idfco| #lqg#vdi, #
 - P dqdjh#ks1


Vhh#kh#hrsds##/hh#urxgg#rughw\$


10


10

Communication Management

- H{wnugdd
 - Wdwtj #x#p hgd1
 - Vshdnbj #z#sdhgw1
 - Ixggulvbj zgydqfhp hqw
 - Uhfukwtj #shvqvdwrqv1
 - Dxp q#frp p xqldwrqv1
 - Wxvwhh#p hwtjv1

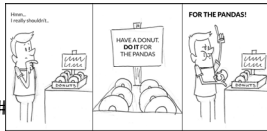



11


11

The Art of Persuasion

- DG *#hng#r#jhp dq|#wkw#r#xssru#khl#iirw#r#h#
vxfhvk###Drn#l#wkw#shushfw#khl#hngv/#z dqw#
dqg#hvlhv#dkas#khp #ifkhyh#khl#jrdol
- SHUVXDVIQ 1
 - HVWDEOIVK #F UHGIEIOW \1
 - Ibg#frp p rq#j urxgg1
 - Surybh#gvdOfhgwlf#####
hybhqfh1
 - Frqghfw#p rwrqda1




12


12


Key Takeaways

- SdfwEh#|rxu#frrp p xqfEdwrcq#n1w1
- Ghynars#d#|wnp #r#r#ujdq|h#|rxu#frrp p xqfEdwrcq#n1w1w1#
Eh#p hq#g#hvsrqvhl
- Eh#lz dñh#:#|rxu#frrq#huedd#xhv#lqg#k#zqb#:#|rxu#
frrp p xqfEdwrcq1
- Exlqj#h#h#wrcqk1sv1
- P dqdjh#ks1
- Hihfwyh#frrp p xqfEdwrcq#v#h#n1w1DQG#n1w1#fdq#eh
p suryhg1

13 

13


Questions?

14 

14

Decision Making – 7 Step Process Overview


- Nqrz #|rx#shurqdd#|lqg#w|d1#v#xurxqg#|rxwñ#z l#k#
shrsd#kdw#frrp sqp hqw|rx1
- Grq#qgghuvp dñ#k#h#hng#ru#R XU#xssruw#huhgv,
- Eh#h#rd#p rghd#lqg#d#g#k#h#gxfdwrcqdhqylraqp hqvl
- Vwqghw#k#wñ#h#shuhqf#h#k#h#sukw|1
- Frdfkhv#lqg#w#l#h#hng#r#eh vxssruw|1
- Wxvw#|rxudgp l#v#wrcw1
- Dwf#x#wñ#k#h#p sruwqf#h#h#urjw#p vxffhvw1
- Dwf#x#wñ#k#h#h#f#l#r#p dñlq#p#k#d#l#h#:#frrp p dgg#lqg#k#h#
ur#h#:#k#h#k#wñ#v#h#h#f#w1


15 

15

Step One

- Vws#lqg#KIQN# -vohs#r q l#hghhg1
- o Wnh#p h#r#edolqfh#kh#qrz dgjh# #rxu#qylrqp hqw#
dgg#klm#kurxjk#l surfhv1
- o Gr#rwp dnh#p rwrqdg#hflvrqv#hij l/#krrw#urp #kh
k.B,l
- o Uhdh#kh#p sdfw#righflvrqv1




16


16

Step Two


- Hwdedk#h#rvl#h#ghflvrqp dnlqj#Exxuh#rxfvng rq=
- o Iqwhjul#q#h#ghflvrqv#lqg dfwrqv1
- o P lvrq#pulyhg# dkwdfv#lqg Iqwhvrq1
- o Nqrz dgjh#ri#lqg#frp p lp hqwr #hwdedkxg jrdv1

17


17

Step Three

- Jhghudh#rvhqw#lovrxwrqv1
- o Eh#xuh#kh#ljk#hrsd#uh#pyrqhg#q#kh surfhv1
- o Nh|#hrsd#pyrqhg#p dniv#l gllnhqfh1
- o Glfxv#h#yhudovfhqdulv2svwrqv1
- o Grqwh#r#x#ln#r#urybh#kh vrxwrqv1




18


18

Step Four


- Hydaxdh vroxlrq1
 - o Wp h#rqrqxp lqj #xw# UIWIFDO#vns#z#dvwv#kh# surfhv#lqg vfhqdulv1
 - o Dvvhv#lun#lqg#Erqvhtxhqfiv# #kh ghflv/rq1
 - o Ihdvlelv# #kh#ghflv/rq# #hdw# #p sdp hqwb z l#h#ehw#kdg#kh#vdxv txb

19


19

Step Five


- Ghflqj1
 - o Wkh# rwh#flqj#lqg#vhwv#dwt# #kh surfhv1
 - o WkIm#khdg#r#kh jhdvwh{wqwl
 - o Hydaxdh#lun dgg#lelv1

20


20

Step Six


- Fkhfnlqj #kh ghflv/rq1
 - o Vrp h#ghflv/rqv#lun#rwr EMHF WYH1
 - o Vrp h#p dnh#hqv#r#q#w#h#ru#r#wf#h dychd
 - o Vrp h#lun#dvng#r#h{shuhqf#lqg shwshfw#h1
*Nh/#h#r#Fkhfn#ru#dgy#l#lqg# #kh#ghflv/rq# #
 vjqlf#dqw# dnh#xuh# #rx#lqg#wkh# #yrqhg#
 fkdahqj#h#ladvxp swlrq1*
 - o Hqvuh#kdw#kh#surfhv#z dv vrxqg1

21


21

Step Seven


- Frp p xqf d w q j # B g g p s o p h q w b j j 1
 - G r # r x # i u f h # i g h f l v r q # R U # g r # r x # d l q # i f f h s v d q f h # w k u r x j k # h { s o l q d w r q # # # k r z # B g g z k | B
 - F r q v g h u # e h v w z d | # r # i u w i e x d i w # k h # g h f l v r q # B g g # p s o p h q w d w r q s u r f h v l
 - I q i r u p z i d u w # i o # d g h w # i v d s s u r s u d i w l

22


22

Key Takeaways

- Q r # z r # g h f l v r q v d u h # k h v d p h l
- N q r z # r x u # s h u r q d d w # B g g # x u r x q g # r x u h d z l k # h r s o # k d w # f r p s o p h q w # r x l
- X q g h u w d q g # k h # s h u r q d d i v # r # h | # f r q w i e x h q w l
- F r p p x q f d w r q # # F u l f d d w # i i h f w y h # g h f l v r q p d n l j j 1
- G h f l v r q # p d n l j j # # # n l o # D Q G # n l o # f d q # e h p s u r y h g l
- D v # r x # j d l q # r u h # (s h u h q f h # p d n l j j # g h f l v r q v # r x # l o # p s u r y h # R X U # F R Q I I G H Q F H l

23


23

Getting to know your Athletics Communicator

- V s h q g W p h z l k \ r x u V I G 1
- P h h w i j v l
- V h w H { s h f w d w r q v l
- U h y h z v J r d o z S u r t h f w l
- N q r z E x v | W p h v l
- V k d u h S u d i w l
- J y h V s d f h l



24


24

Professional Development

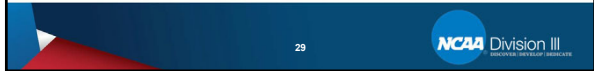


- F rVIGD#P hp ehwk's1
- YLwdd#F rgyhgwrqZ6#Bd|1
- F rqwixlj#Hqxfdwkrq#Z heqdw1
- P hqwrwk's1



28

Questions



29
