



# The Art & Power of Gentle Communication

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BY NIKI RAMIREZ, SEPTEMBER 2018



**NNAHRA**  
NATIONAL NATIVE AMERICAN HUMAN RESOURCES ASSOCIATION

# Introduction to HR Answers

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This training program has been prepared specifically for the 2018 NNAHRA Annual Conference by Niki Ramirez, MBA/PHR/SHRM-CP, Founder and Principal Consultant at [HRAnswers.org](http://HRAnswers.org)

HRAnswers.org is a human resources consulting firm that provides customized HR consultation and training solutions to a variety of organizations, including Tribal government and Tribal business enterprises.

We help HR teams get more done by providing HR support and training for employees.





# About Your Facilitator

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Niki Ramirez is the Founder and Principal Consultant at HR Answers, LLC. Niki's diverse professional background includes serving in operational leader-manager roles, adjunct Community College instructor, and as a human resources director for a Tribal enterprise in Arizona.

Throughout the past 20 years she has had the privilege of consulting for small and large private businesses, in the public education and non-profit sectors, and in Native American tribal government and Tribal business enterprises.

Niki carries with her a strong desire to educate and empower employees and their leaders to work in partnership to design and implement meaningful, human resources programs that drive the achievement of goals and the overall success of their organizations.



## *Our Session*

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- ✓ Communication Basics
- ✓ Communication & Energy
- ✓ The Power of Silence
- ✓ The Power of Mind & Spirit
- ✓ The Power of Example

# Being a Great Communicator...

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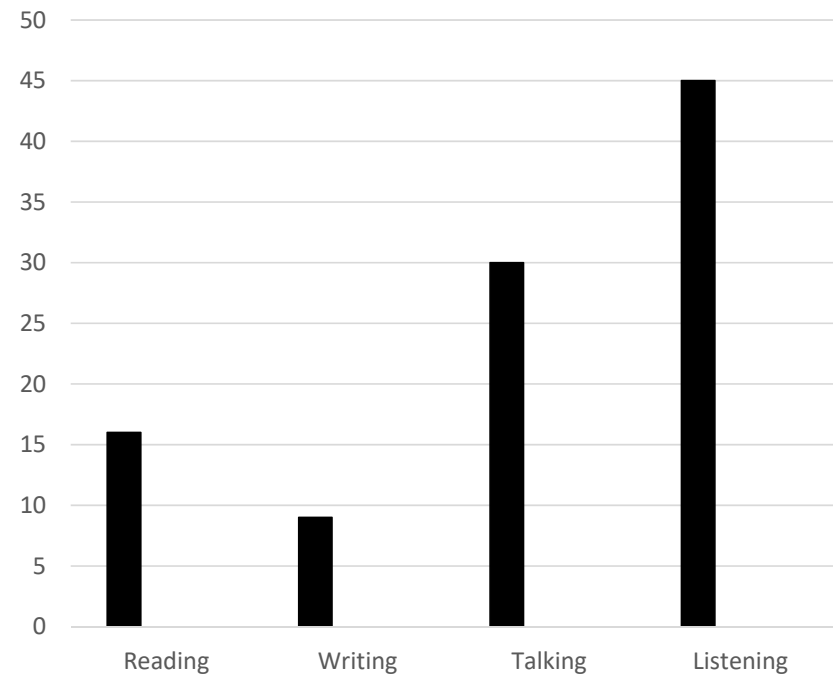
## **Requires FOCUS!**

Quickly glance at the letters and numbers that I am about to show you.

Look carefully.

# Communication Statistics

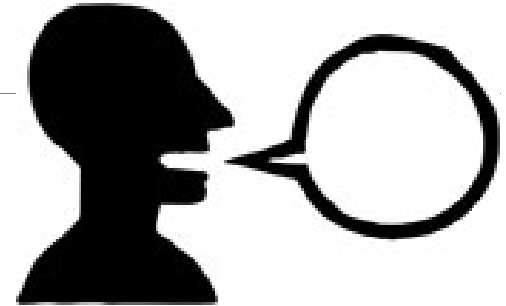
70% of our time is spent communicating with others.



# Processing Information

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- We speak at about 150 words per minute
- We hear at 1,000 words per minute



# Did you know?!

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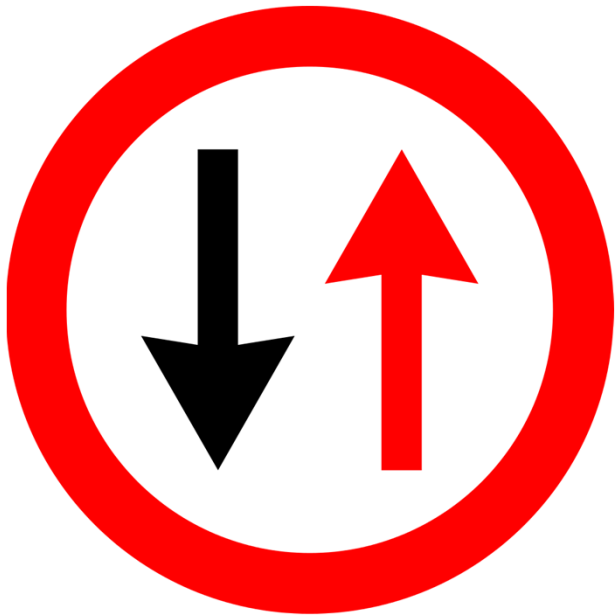
When you are working one-on-one  
with someone your breathing and  
heart rate sync up?



# Communication is a 2-Way Street

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*Interpersonal Communication is a process:*



Sender: Send message

Receiver: Hears and responds

Sender: Clarifies

Receiver: confirms



HRAnswers.org  
Our Mission: Your people.

# Recipe for Communication

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7% of what we communicate is based on vocabulary and word choice

38% of what we communicate is based on voice inflection

55% based on non-verbal behavior

# **Communication:**

## *Basic Styles and Strategies*

# Communication Styles

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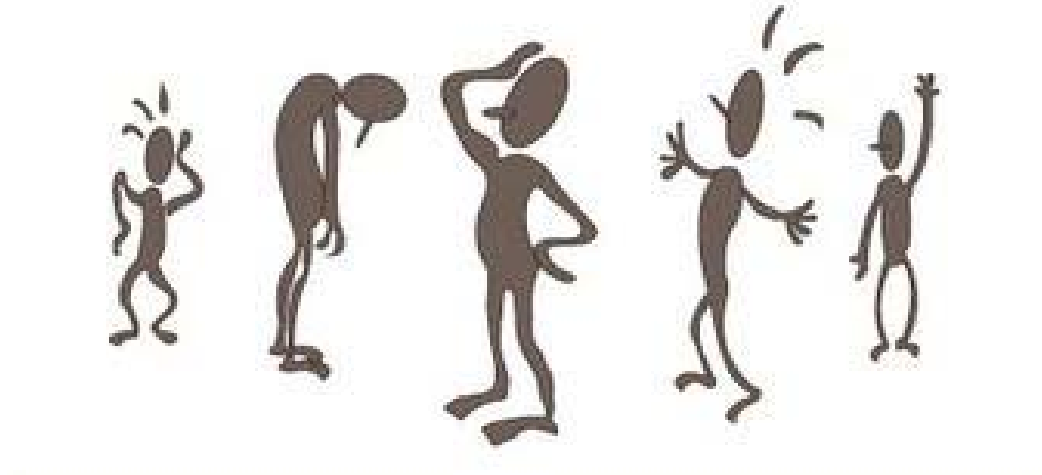
- Formal
- Informal



# Communication Styles, *continued*

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- Passive
- Aggressive
- Assertive



# Time to Level-Up Your Communication

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# Silence

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- Make Important Observations
- Practice **Active** Listening
- Lead by Example
- Practice **Reflective** Listening
- Become an expert in Non-Verbal Communication



# Mind & Spirit

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- Make Important (Internal) Observations
- Align Your Communication with Your Intention
- Commit to Being Fully Present
- Withhold Judgment while Listening
- Ask Clarifying Questions
- Practice Empathy – Do No Harm





# Lead by Example

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- Actions Speak Louder than Words
- Get Out in Front – Clear a Path
- Measure what Matters
- Lead in Service of Others
- Jump in and Help



# Guiding Principle

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**Be as gentle as possible and as firm as necessary.**

# HR/Leadership Challenge: Scenarios

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*Review the scenarios provided.*

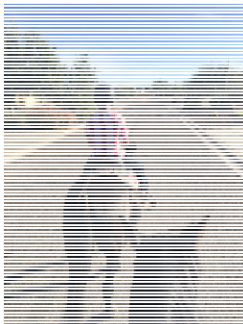
*Select one.*

*Devise a plan to deal with the issue(s) utilizing ideas,  
knowledge and concepts reviewed today!*

# Field Trip Time!

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Follow me across the street to try this all in ACTION!



# Questions?

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**Let's Keep the Conversation Going!**

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