



BEYOND WORDS: MINDFULLY CONNECTING WITH OTHERS

**A WEBINAR FOR EMPLOYEES FROM YOUR
EMPLOYEE ASSISTANCE PROGRAM**

June 12, 2024

INTRODUCTION



OBJECTIVES

- Define mindful, verbal, and non-verbal communication
- Explore mindful conflict resolution
- Discover mindful digital practices and a mindfulness exercise
- Provide tools to enhance being present in both personal and professional communication

SECTION 1

MINDFUL, VERBAL, AND NON-VERBAL COMMUNICATION

MINDFUL COMMUNICATION

A technique that encourages effective communication by:



Being mindful



Focusing on the present



Accepting thoughts, feelings, sensations



Having no judgment



Being intentional, empathetic, compassionate

MINDFUL COMMUNICATION

Three pillars



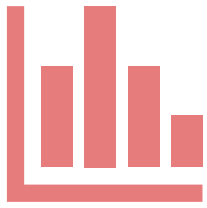
Active
listening



Non-reactive
responding
Non-
judgmental
observation



Empathic
expression



On a scale of 1-5, how would you rate your current level of mindfulness in communication?

VERBAL COMMUNICATION

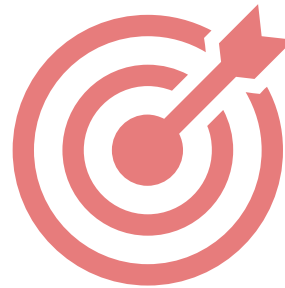
Essential components:



Active listening



Clarifying and rephrasing



Speaking with precision



Mindful speaking

VERBAL COMMUNICATION

Types

Intrapersonal

Interpersonal

Small group

Public

Vocal tenets

Tone

Inflection

Volume

Pace

Intensity

Pitch

NON-VERBAL COMMUNICATION

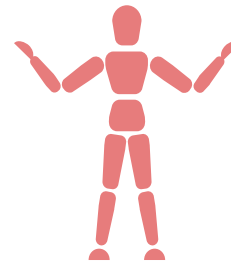
Body language conveys our feelings, attitudes, and beliefs



Facial expressions



Gestures



Body movements



Posture



Eye contact



Tone of voice



Use of space

UNDERSTANDING BODY LANGUAGE

S

Smile

O

Open
stance

F

Forward
lean

T

Touch

E

Eye
contact

N

Nod

NON-VERBAL COMMUNICATION

Five Roles



Repetition



Contradiction



Substitution



Complementing



Accenting

CULTURAL AND BEHAVIORAL FACTORS

Culture

▶ Western

Eye contact is perceived as an important component of communication and is a sign of confidence, honesty, and respect

▶ Eastern

Eye contact is not regarded as important in the same way and may be perceived as rude, disrespectful, and confrontational

Neurodiversity

- ▶ May have difficulty reading body language and making eye contact
- ▶ Fidgeting often helps neurodiverse people focus and calm their nervousness, though it's otherwise perceived as boredom, disinterest, and anxiety

SECTION 2

MINDFUL CONFLICT RESOLUTION



How often do you react emotionally rather than mindfully in conversations?

- Rarely
- Occasionally
- Sometimes
- Often



During challenging conversations, you tend to:

- Avoid conflict
- Confront the issue directly
- Seek compromise
- Withdraw emotionally

MINDFUL CONFLICT RESOLUTION

Principles



Presence



Listening with
empathy



Nonjudgmental
awareness



Compassionate
communication



Emotional
regulation

PRACTICING THE PRINCIPLES

10 steps

1. Take a pause

2. Acknowledge your feelings

3. Do a brief body scan

4. Focus on your breath

5. Acknowledge that you have a choice

6. Challenge assumptions

7. Avoid negative language

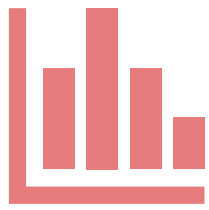
8. Problem-solve

9. Move forward

10. Use forgiveness

SECTION 3

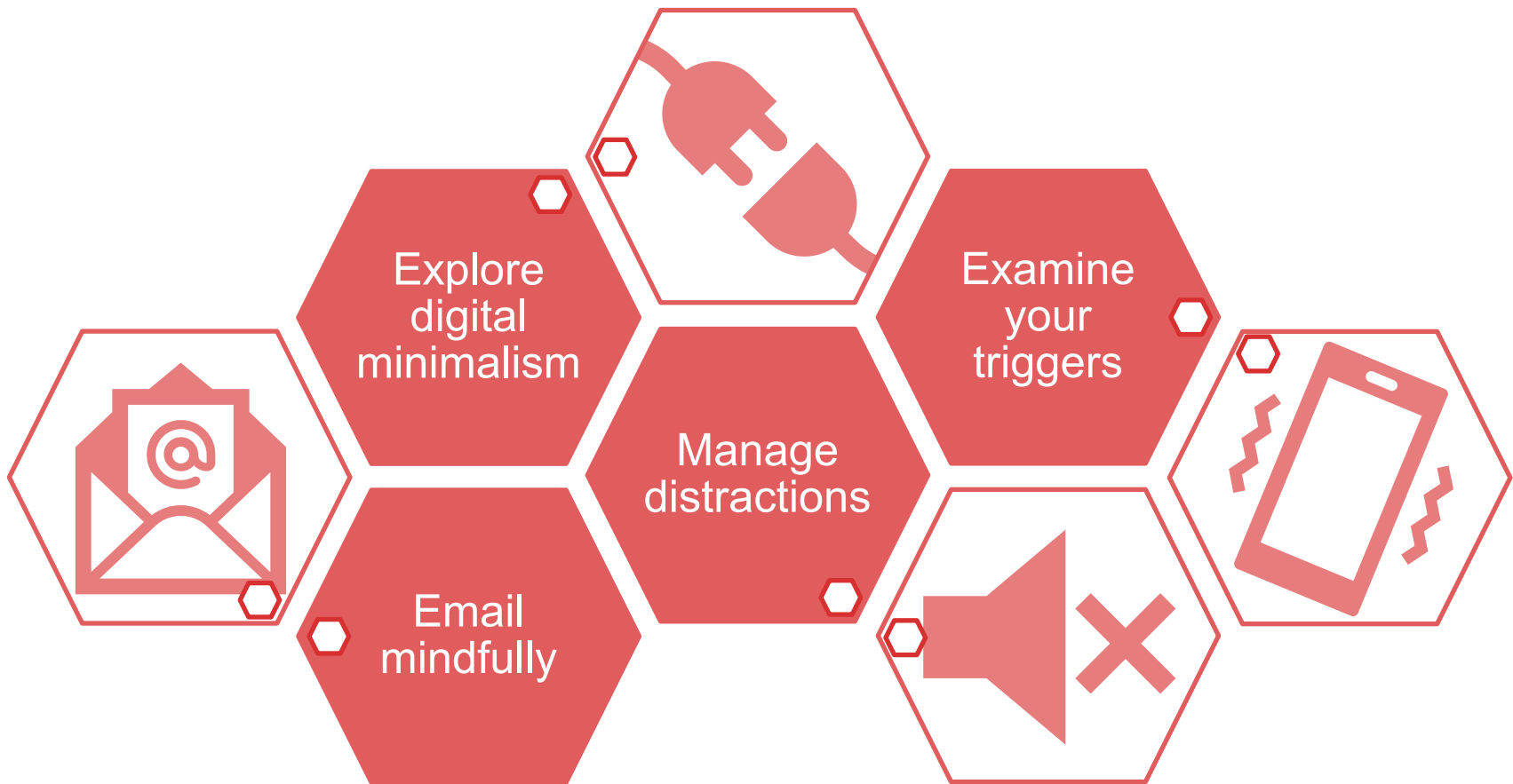
MINDFUL DIGITAL COMMUNICATION AND PRACTICE



How do you handle distractions and multitasking during conversations?

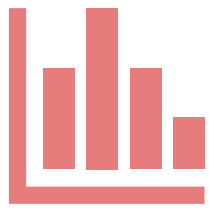
- I rarely get distracted
- I try to minimize distractions
- I struggle with distractions
- I often multitask during conversations

MINDFUL DIGITAL COMMUNICATION



MINDFULNESS PRACTICE





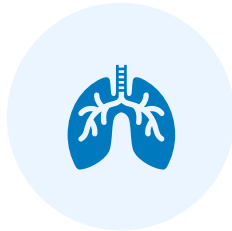
How do you feel after completing this mindfulness exercise?

- More relaxed and calm
- More focused and clear-minded
- Energized and revitalized
- No noticeable change
- More aware of my thoughts and emotions

TOOLS TO PRACTICE



MINDFUL
MEDITATION



BREATHING
TECHNIQUES



ACTIVE
LISTENING



NON-VERBAL
FEEDBACK



EMOTIONAL
REGULATION



SETTING
INTENTIONS



TIME
MANAGEMENT



EDUCATIONAL
RESOURCES

SUMMARY



RESOURCES

Book

- *The Five Keys to Mindful Communication: Using Deep Listening and Mindful Speech to Strengthen Relationships, Heal Conflicts, and Accomplish Your Goals*
 - S. G. Chapman, 2012

Podcasts

- Mindful Communication
mindfulnessexercises.com/podcast-episodes/mindful-communication-with-oren-jay-sofer
- The Art of Mindful Communication
austinmindfulness.org/podcast

Online Article

- Mindful Communication in the Workplace: The Secret to Team Cohesion
vinedholland.medium.com/mindful-communication-in-the-workplace-the-secret-to-team-cohesion-7fc156c32800

Video

- A 10-Minute Meditation for Deep Relaxation and Ease
mindful.org/a-10-minute-meditation-for-deep-relaxation

App

- Mediate Your Life: [Android](#) | [iOS](#)

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