

Communicating with Colleagues

Mindful Relationships at Work

The Exams Office Summer Conference 2019

Geraldine Jozefiak
Exam Officer – HMP Norwich



Communication

- **Staff** Face to face conversations
- **Students** Phone (landline, mobile)
- **Colleagues** Online (email, website, skype etc)
- **Awarding Bodies** Written reports, appraisals, reviews, memos

What is communication?

Noun: the imparting or exchanging of information by speaking, writing, or using some other medium



Mindfulness and The Power of Words

- Words have an emotional energy
- They have the power to lift and the power to crush
- They can **destroy** – be sullen and sour
 - or **heal** – be kind and considerate
- Choose your words carefully
- They are NEVER ‘said and done’
- Any type of word – written or spoken may be remembered for years after



Maya Angelou

2 way communication

1. Your response to others (you have total control)

Influenced by what you think about those you work with

How you react to conversations and communications

2. Others' response to you (you have some control)

How colleagues react to what you say and do



You have a choice in how you interact with colleagues

You are what you think

“Everything you want ... is an inside job”

James Allen - As a Man Thinketh

**“Your beliefs become your thoughts
Your thoughts become your words
Your words become your actions “**

Mahatma Ghandhi



Doing a Check In

- Notice how your body is feeling
- Slow down your breathing
- Move any stuck energy from your head down to your toes and relax ...



How Can We Communicate Mindfully?

By:

- Being present in every interaction
- Recognising our patterns of behaviour
- Leaving our prejudices of others aside
- Noticing how people react to us
- Listening to their responses
- Being responsible for all our communications



Aspects of Mindful Communication

1. **Attention** – notice opportunities to be kind
2. **Appreciation** – say Thank You when someone has done you a kindness
3. **Affirmation** – encourage others – recognise a personal quality
4. **Acknowledgement** – praise success and achievement
5. **Asking** – ask questions to find out about someone and how you can help
6. **Aspiration** – aspire to be a problem solver. Ask how you can help

Challenge

Meet people with a generous heart
Look for the positive



5 Love Languages – Gary Chapman

People act in 5 ways

which they would like others to use to show they care

Acts of kindness – actions to show you care (asking, offering, helping, supporting)

Words of thanks - verbal appreciation (in meetings, Staff recognition)

Gifts – tokens of appreciation (small but thoughtful thanks)

Notes – written appreciation (card/department email)

Quality Time – time together (bonding, learning about each other)

Love is the Answer. What was the Question?



How do you ...?

- Greet your day
- Say good morning
- Interact with colleagues
- Ask for help with something or share tasks?
- React to interruptions
- Deal with last minute things
- Show appreciation



How do you talk to others (and yourself – about others)
throughout your day?

Gossip and Grievances

These only occur when people feel ignored, misunderstood, unvalued and communication is poor or out of balance

Diagnose the problem and be part of a mindful solution
(how can we fix this? How can I help?)

Challenge

look for Good Gossip/Positive Push to share
Spend next 24 hours without complaining
Be part of the solution



Letting go and releasing

- Challenges with colleagues
- We look for signs that our opinion about them was right
- We get attached to our feelings and beliefs about people

For the Good of all concerned we should
let go of feelings that no longer serves us

Releasing

- Welcome the feeling
- Could you let them go
- Would you let go?
- When?...

Letting Go



Summary - Mindful Communication

- Look for key times at which you need to pay attention
- Notice when something or someone deserves appreciation
- Give thanks for kindness and a job well done
- Leave your ego at the door
- Consider the result of EVERY conversation
- Don't speak when you are angry



It ain't what you do ...

It ain't what you do (or say) ..
it's the way that you do (or say) it ...
that's what gets results



Bananarama 1982

Mindfulness Workshops

- Communicating with Colleagues - Developing Mindful Relationships
- Mindfulness in the Classroom – Minimising Stress at Work

Communicating with Colleagues

Mindful Relationships at Work
This Presentation can be adapted for:
Conferences and CPD Training Days

Our daily conversations and interactions can be a source of much stress. The workshop looks at how we can adapt our style of communication to improve our relationships in the workplace and our responses to those around us.

During the 2 hour session, participants will have an opportunity to experience a number of Mindful Techniques including breathing, relaxation, setting the tone and a Guided Meditation.

The Presentation will cover:

- **Power of Words** - words have a strong emotional energy
- **Our Thinking** - it colours and clouds all our communications
- **Stress Triggers and Challenges** - understanding how stress affects our bodies
- **Benefits and relaxation exercises** - recognising how stress affects our bodies
- **Daily Interactions** - how do you present yourself to the world?
- **Mindful communication** - ask, affirm, acknowledge
- **The listening posture** - what's said and not said
- **Questions** - are the answer - using questions to get at the heart of the problem
- **Meetings** - using mindful preparation to achieve business goals
- **Vocalisations** - ensuring successful communication outcomes
- **Exit** - leaving our sign at the door to get the best result for all concerned
- **Letting go** - releasing feelings that don't serve us in the workplace
- **Contemplating with realism** - the negative effect of gossip and gossamer

The Workshop includes participant Workbooks, audio recordings and Guided Meditation mp3s.

For details of this and other Mindfulness workshops please contact:
Geraldine Carroll
Course Officer Mind Research
geraldine.carroll@mcps.ac.uk Work 01803 706347
geraldinecarroll@gmail.com Home 01803 803888



Mindfulness in the Classroom

Minimising Stress at Work
This Presentation can be adapted for:
Conferences and CPD Training Days

Mindful communication can smooth our conversations and enhance the daily stresses of life in the workplace. The workshop looks at how we engage with both staff and students and asks us to consider how we work for the common good of all concerned.

Participants will learn how to do a Mindful Check In, practice visualisations and affirmations and experience a Guided Meditation.

The Presentation will cover:

- **Thinking Skills** - getting it right on the inside
- **Recognising stress** - using mindful awareness to identify signs of stress
- **Breathing and relaxation techniques** - stilling the breath and the body
- **Classroom challenges** - learning to react in our best interest
- **Mindful communication** - limited the full-out from our conversations
- **Personal expectations** - being a person of influence
- **Power balance techniques** - considering our interaction with our colleagues
- **Being a Role Model** - establishing personal codes and values
- **Questions and Answers** - The Answer is yes - what was the question?
- **Guided Meditation** - taking time out to re-balance and slow down
- **Gratitude and gratitude** - common ground for the good of all concerned
- **Acting with integrity** - being and working with heart

The Workshop includes participant Workbooks, audio recordings and Guided Meditation mp3s.

For details of this and other Mindfulness workshops please contact:
Geraldine Carroll
Course Officer Mind Research
geraldine.carroll@mcps.ac.uk Work 01803 706347
geraldinecarroll@gmail.com Home 01803 803888



Further information

- ❑ www.GeraldineJozefiak.com
Subscribe @ Mindfulness page
Online Courses – *Reminiscence, Craft*
- ❑ In-house Mindfulness Workshops
For Staff - *Communicating with Colleagues, Stress in the Workplace*
For Students – *The Exam Mindset, Choice*
- ❑ Invigilator Training – *applying JCQ Exam regulations*



Tel: Work: 01603 706347 or 706350
Email: geraldine.jozefiak@justice.gov.uk
Exam Officer - HMP Norwich
www.GeraldineJozefiak.com