


**Effective Communication:  
Avoiding, Deescalating and Resolving Conflict  
with Producers**

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**Effective Communication**



## Effective Communication

### Public Interaction

We are in the problem solving business. Some of the problems that we confront are solved through effective communication. The more skilled you are at interacting with the public and dealing with difficult people, the more likely you will be able to:

- Achieve Voluntary Compliance
- Use your Professional Skills
- Solve Problems
- Avoid Legal Action
- **Avoid Physical Harm**

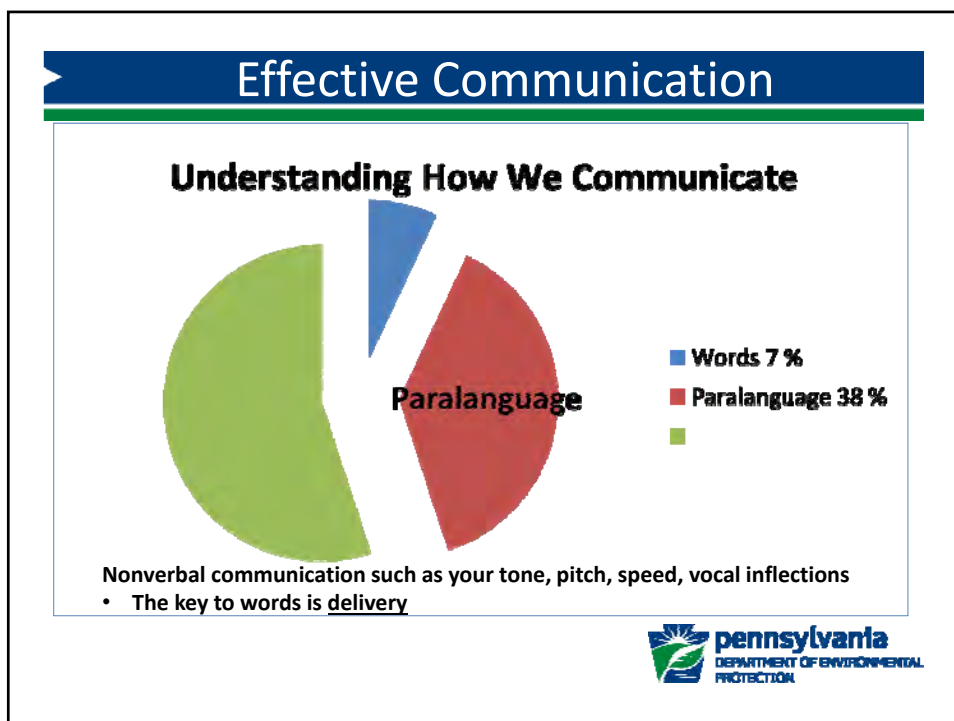
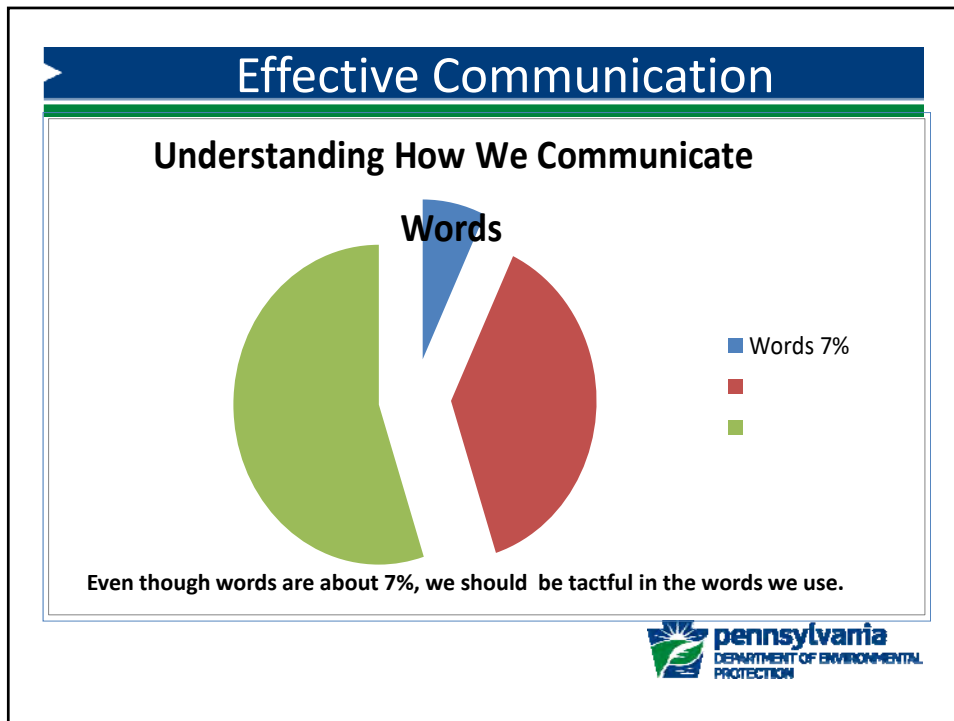


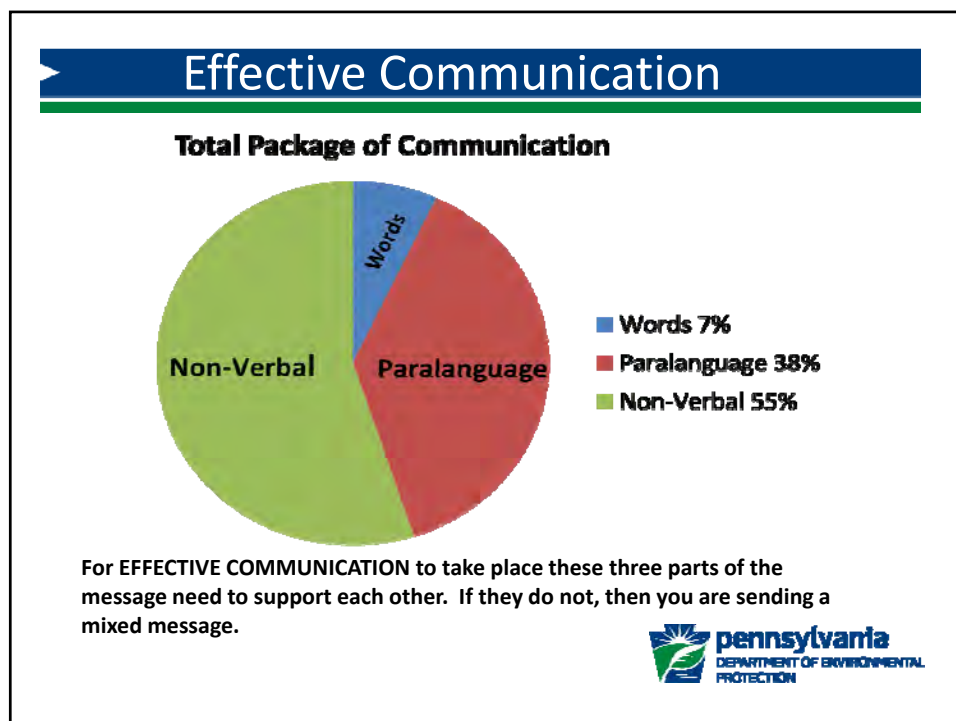
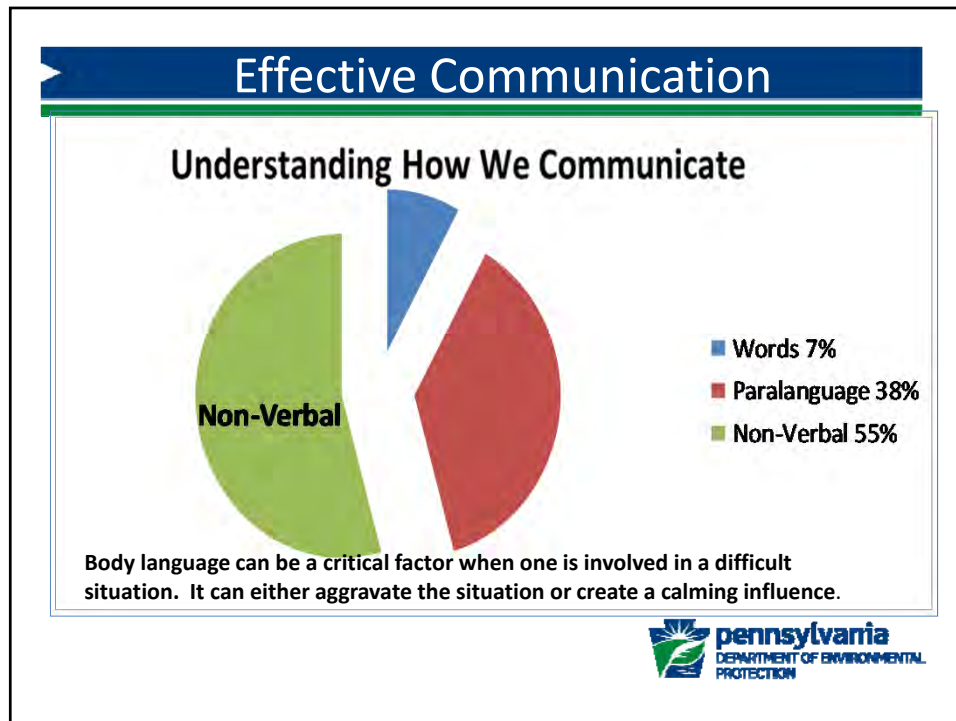
## Effective Communication

### Understanding How We Communicate Two-Way Street

- How you convey the message - Words, Paralanguage and Body Language.
- How you listen to gain the full meaning of what is being said and making the other person feel heard and understood.







## Effective Communication

### Listening Skills

- **Focus fully on the speaker**- What the person is saying.
- **Paraphrasing**- “What I’m hearing is”, or “It sounds like you are saying,” are ways to reflect back. Don’t simply repeat what the other person is saying.
- **Try to set aside judgement**- Nobody wants to feel stupid, inferior, or wrong. Questioning motives or being judgmental can threaten the individual’s self esteem and trigger a defensiveness.



## Effective Communication

### Be Prepared

- Be Mentally Prepared
- Be Professional
- Build Rapport
- QTIP- Quit Taking It Personal
- Do not allow Negative Events to influence your Response ( $E + R = O$ )



## Effective Communication

### Steps to gaining compliance

1. Attempt to gain voluntary compliance by **Asking**
2. Explain **Rules and/or Regulations**
3. Explain **Consequence and/or Give Options**
4. Give them a chance to **Save Face** for a positive resolution of the situation.
5. **Take Action**



## Effective Communication

1. Gaining voluntary compliance by **Asking** –  
People want to be treated with respect.  
They want to be asked, not told what to do

### Example:

Mr./Mrs. \_\_\_\_, I am Title from the Department of Environmental Protection (or County Conservation District) and I would like to conduct \_\_\_\_\_ of your operation/property.



## Effective Communication

### 2. Explain **Regulations**

Know your authority and explain it, does not have to be in detail.

Example:

I appreciate that you don't want me here, but Regulation requires an inspection of your operation, facility, take samples etc. And it requires you to \_\_\_\_\_.

**Don't use Regulations to beat them down**



## Effective Communication

### 3. Explain **Consequence and/or Give Options**

Example:

Mr. Doe, I believe we can work together to resolve this, I don't want to inconvenience you anymore than I have to, I would really like to resolve this here with you.



## Effective Communication

### 4. Give them a chance to **Save Face** for positive resolution of the situation

Example:

I am required to inspect/sample.

Is there anything I can say or do that will allow me to inspect/sample.



## Effective Communication

### 5. **Take Action**

- If the person refuses to allow you to complete your task, leave.
- Do not engage in an argument. It will make you look weak and less effective. It may also place you in an unsafe situation.
- Review options with supervisor.





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3. Explain **Consequence or/and Give Options**
4. Give them a chance to **Save Face** for a positive resolution of the situation
5. **Take Action**



## Effective Communication

*From a famous philosopher*

***“Never argue with a fool. They will only bring you down to their level and beat you with experience.”***



## Effective Communication

*"The wise person seeks first to understand and then be understood."*

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