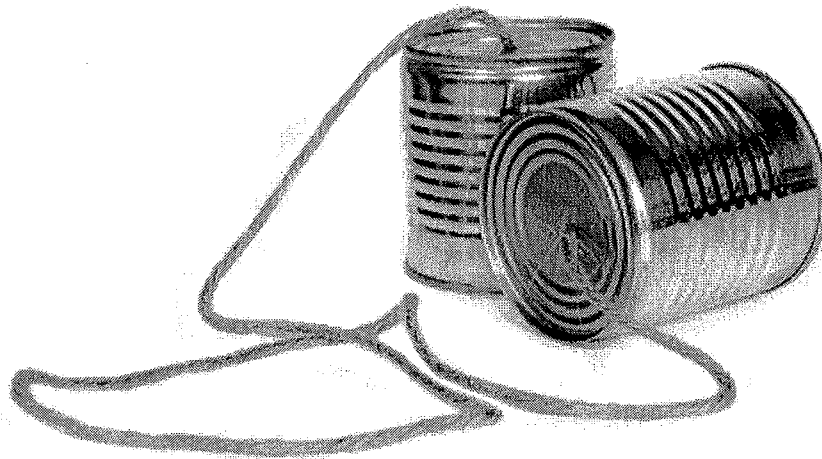




EFFECTIVE COMMUNICATION FOR OFFICERS IN THE COURT ROOM



VENUE
MIKLIN HOTEL, KUMASI

Prepared by: Judicial Training Institute

A
PRESENTATION ON
EFFECTIVE COMMUNICATION
FOR
OFFICERS IN THE COURT ROOM
PRESENTED
BY
JOSEPH KENNEDY

Judicial Training Institute

OUTLINE

• **TRAINING OBJECTIVES**

TO EQUIP PARTICIPANTS WITH THE TOOLS FOR UNDERSTANDING AND PRACTICING EFFECTIVE COMMUNICATION SKILLS

• **MODULE ONE**

- *What is Communication*
- *Barriers to effective communication*
- *Key Techniques for effective communication*
- *Basic principles for effective communication*

• **MODULE TWO**

- *How can we improve communication*

Judicial Training Institute

MODULE ONE
WHAT IS COMMUNICATION

- Communication is the process of transmitting or exchanging information and meaning between two people.
- Communication may be intentional or unintentional, may involve conventional or unconventional signals, may take linguistic or nonlinguistic forms, and may occur through spoken or other modes.

Effective Communication

Effective Communication occurs when the intended persons receive the right information in an effective manner, and when the intended meaning of the source and the perceived meaning of the receiver are virtually the same.

Judicial Training Institute

BARRIERS TO EFFECTIVE COMMUNICATION

• **Language**

The choice of words or language in which a sender encodes a message will influence the quality of communication. Because language is a symbolic representation of a phenomenon, room for interpretation and distortion of the meaning exists.

Judicial Training Institute

- Defensiveness, distorted perceptions, guilt, distortions from the past
- Misreading of body language, tone and other non-verbal forms of communication

Judicial Training Institute

- Receiver distortion
- selective hearing, ignoring non-verbal cues
- Power struggles
- Self-fulfilling assumptions
- Distrusted source, erroneous translation, value judgment, state of mind of two people

Judicial Training Institute

• Perceptual Biases

We each have shortcuts that we use to organize data. Invariably, these shortcuts introduce some biases into communication. Some of these shortcuts include stereotyping, projection, and self-fulfilling prophecies. This is when we assume that the other person has certain characteristics based on the group to which they belong without validating that they in fact have these characteristics.

Judicial Training Institute

• Interpersonal Relationships

How we perceive communication is affected by the past experience with the individual. Perception is also affected by the organizational relationship two people have. For example, communication from a superior may be perceived differently than that from a subordinate or peer

• Cultural Differences

Effective communication requires deciphering the basic values, motives, aspirations, and assumptions that operate across geographical lines.

Judicial Training Institute

BASIC PRINCIPLES FOR EFFECTIVE COMMUNICATION

- Focus the discussion on the information needed
Judy, I've noticed in the past month that you've fallen behind on keeping the project schedule current. I'd like to figure out with you what we both can do to get it back on track.
- Use open-ended questions to expand the discussion
You've always kept the schedule up to the minute-until about a month ago. Why the change?

Judicial Training Institute

• Use closed ended questions to prompt for specifics

"What projects are you working on that take time away from your work on this project (warning: closed ended questions are often disguised as open ended as in "Are you going to have trouble finishing this project?)"

▪ Encourage dialogue through eye contact and expression

This involves nodding in agreement, smiling, leaning toward the speaker, making statements that acknowledge the speaker is being heard.

Judicial Training Institute

• State your understanding of what you are hearing

This can be done by restating briefly what the other person is saying but don't make fun of it

• Summarize the key points

Try to get some agreement on the next steps and show appreciation for the effort made so far. "So let's call Jay right now and set up a time when we can meet and iron this out; keeping the schedule updated is a high priority and I'd like to get this settled by Wed

Judicial Training Institute

HOW CAN WE IMPROVE COMMUNICATION

• Trust and Respect

It is difficult to establish good communications with any party or parties without cultivating a relationship based on trust and respect first.

Judicial Training Institute

- **Be Accepting of Others**

It is very likely that others with whom we communicate do not interpret or evaluate information the same way we do. It would be arrogant to assume that they would interpret or evaluate it as we do, and even worse to react in a way that suggests any interpretation other than our own is wrong. It is important as managers that we be open to diverse understandings, and to view them as an opportunity to learn and develop our own sensibilities and interpretative perspectives.

Judicial Training Institute

- **Try to Separate the People from the Problems**

If you recall the rational decision making process, problem identification should be approached objectively. It is often easier to identify a person or group of people as the problem but this may lead you down the wrong path in terms of finding an appropriate solution. The other thing to keep in mind is that, however the problem is defined, it is likely dependent on maintaining a workable relationship with at least some of the people you view to be the source of the problem!

Judicial Training Institute

- **Communicate Your Feelings**

Many of you have likely worked with people who behave in a way that is inconsistent with what they 'espouse' to be important to them, or to the organization. So if you suggest that a strong work ethic is important in your department, but take long lunches each day and tend to be late or generally unreliable for 'important' meetings, it sends a message to others very quickly. This jeopardizes your credibility as a manager, and also threatens the communication process and relationships with members in the organization.

Judicial Training Institute

- **Listen Actively**

In order to be an effective active listener, one must accept the person for what he or she is, without making judgments of right or wrong, good or bad, logical or illogical.

In addition, it is useful to paraphrase the content of what is communicated back to the speaker in order to ensure that they have understood correctly.

Judicial Training Institute

Group Exercise

- HOW CAN WE ACHIEVE EFFECTIVE COMMUNICATION IN THE COURT ROOM
- COURT RECORDER
- REGISTRAR
- COURT CLERKS

Judicial Training Institute