

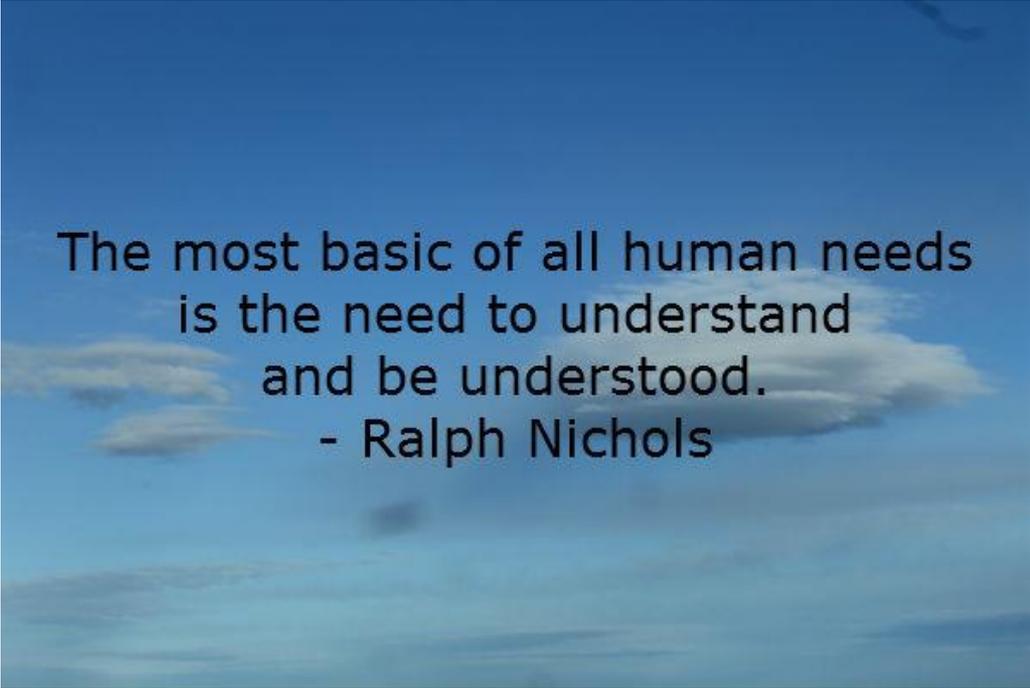
# Sharpening your Interpersonal Skills to Improve Recruitment

---

Teresa Cox, Missouri MEP, ESCORT

Amelia Lyons, Maine MEP, ESCORT

# Why are we talking about interpersonal skills?



The most basic of all human needs  
is the need to understand  
and be understood.  
- Ralph Nichols

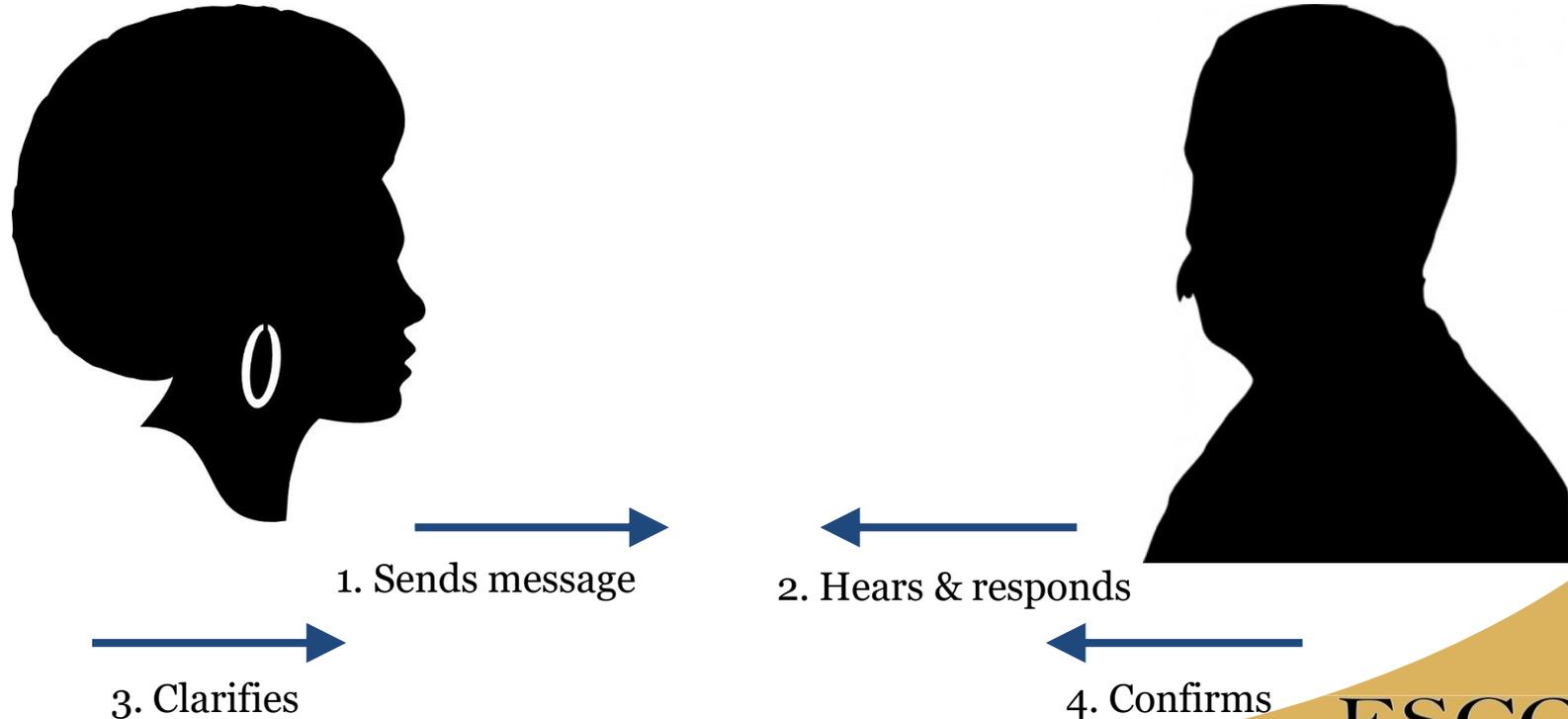
# The Approach

- Know your audience
- Find the light bulb
- “Happy to be here, happy to see you”

We all  
Smile  
In the  
Same  
Language



# Sender/Receiver Communicative Model



# Listening

## Why is listening so hard?



- We speak at a rate of 150 words/minute
- We can hear at a rate of 1,000 words/min.

# Listening: A Self-Check

- I interrupt often or try to finish others' sentences.
- I jump to conclusions.
- I often answer with advice, even when not requested.
- I make up my mind before I have all of the information.
- I am a compulsive note taker.
- I am impatient.
- I lose my temper when hearing things I don't agree with.
- I try to change the subject to something that relates to my own experiences.
- I think more about my reply while the other person is speaking than what he/she is saying.

# Listening Tips

- **Paraphrase** the message to the speaker in order to confirm your understanding
- **Repeat** the message to help you remember what was said
- **Probe** for missing information
- **Clarify** any points that you might not completely understand
- **Remember** the important points of the message for future application
- **Empathize** and acknowledge emotional topics

# Conversational attention span

The average conversational attention span of a high school student is +/- 10 seconds

What do you think is the average conversational attention span of an adult?

# Body Language

We receive messages on three levels:

- Nonverbal behaviors
- Voice inflections
- Vocabulary

# Body Language

Studies show...

- 7% of what we communicate is based on vocabulary
- 38% of what we communicate is based on voice inflections
- 55% of what we communicate is based on nonverbal behaviors

# Eye contact



Break up into pairs. Stand up and face your partner as though you're having a normal conversation. Identify one person as Person A and one person as Person B.

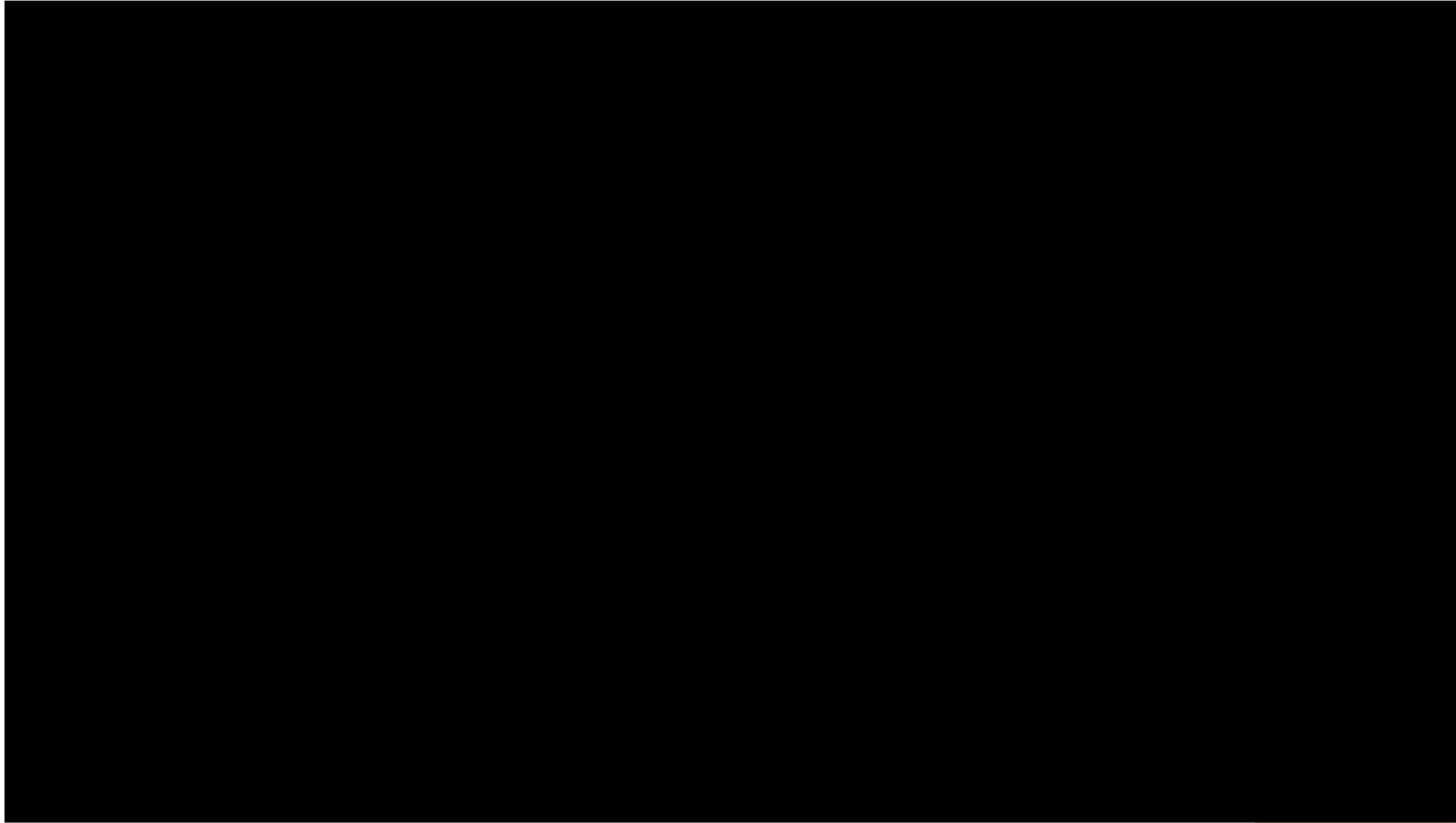
# Reading test

You have 3 seconds to read (and remember!) the following sentence....



# What was the sentence?

## Why do you think this happened?



# Thoughts?

# Cultural Pieces

- Research
- Language
- Observe
- Ask



If not me, then who?

I Notice, I Worry, I Wonder

# Scenario 1

You find a father who needs a COE for his children. He is alone in the cabin and has many empty beer cans around him. He is slurring his words. Your colleague knows him well and seems comfortable with the situation. You do not feel comfortable. What do you say to your colleague?

# Scenario 2

You meet with a teacher about one of your motivated migrant students. She tells you she doesn't think he cares about graduation. You see he has many absences so far since he enrolled at this school. What could you say to the teacher?

# Scenario 3

Upon picking up school survey forms from a district with many Spanish speakers, you realize the school has only been distributing the forms in English. What could you say?

# Scenario 4

Your co-worker is having a really tough time building relationships with community partners. Community partners specifically ask for YOU instead of him. What might you say to this organization? To your coworker?

# Disagree Agreeably

- **Cushion**
- **Evidence**
- **Opinion**

\*No buts allowed

# Scenario 1

You meet a farmer and explain MEP and the benefits to him - including free English classes for his workers who qualify. The farmer tells you he doesn't want his workers to learn English.

# Scenario 2

You meet a mother whose 6 year old child is not enrolled in school and does not speak any English. The mother tells you they're moving again soon to another state (time frame unclear) and she doesn't want to put her daughter in school until it's more long term.

# Scenario 3

You show up at a business that employs temporary workers, and you speak with the secretary. You explain your program and show a brochure, but she immediately launches into a political rant about how you only help “illegals” and “they’re just ruining America.”

# Scenario 4

You show up at a school and no one knows anything about the migrant program. You try to explain it to them, but they are now convinced every immigrant student qualifies for your program. They won't stop talking about the new doctor and his family that recently arrived from Japan, and how they know you will be able to help them.

# When a door is slammed in your face

What to do when families or employers refuse services?

- Don't take it personally
- Breathe
- Respond calmly, (apologize), and exit non-dramatically
- Make note of the refusal for other recruiters/ service providers
- Respect their wishes
- Contemplate checking back in after some time



What have been your experiences with refusals?

# Want to volunteer?



# In summary

- CEO
- I notice...
- If not me...
- Utilizing eye contact/body language/listening skills
- Engaging others to increase attention span
- Providing incentives for participation when possible

# Questions?



# Resources

- Dale Carnegie Training
- How to Win Friends and Influence People, Dale Carnegie
- Celeste Headlee, Ted Talk, “10 Ways to Have a Better Conversation”
- Donna Beegle, Communication Across Barriers

# Contact Us

- Amelia Lyons
  - [amelia@mainemigrated.org](mailto:amelia@mainemigrated.org)
  - 207-613-9663
- Teresa Cox
  - [Teresa.cox@Missouri-mep.org](mailto:Teresa.cox@Missouri-mep.org)
  - 859-475-2514