



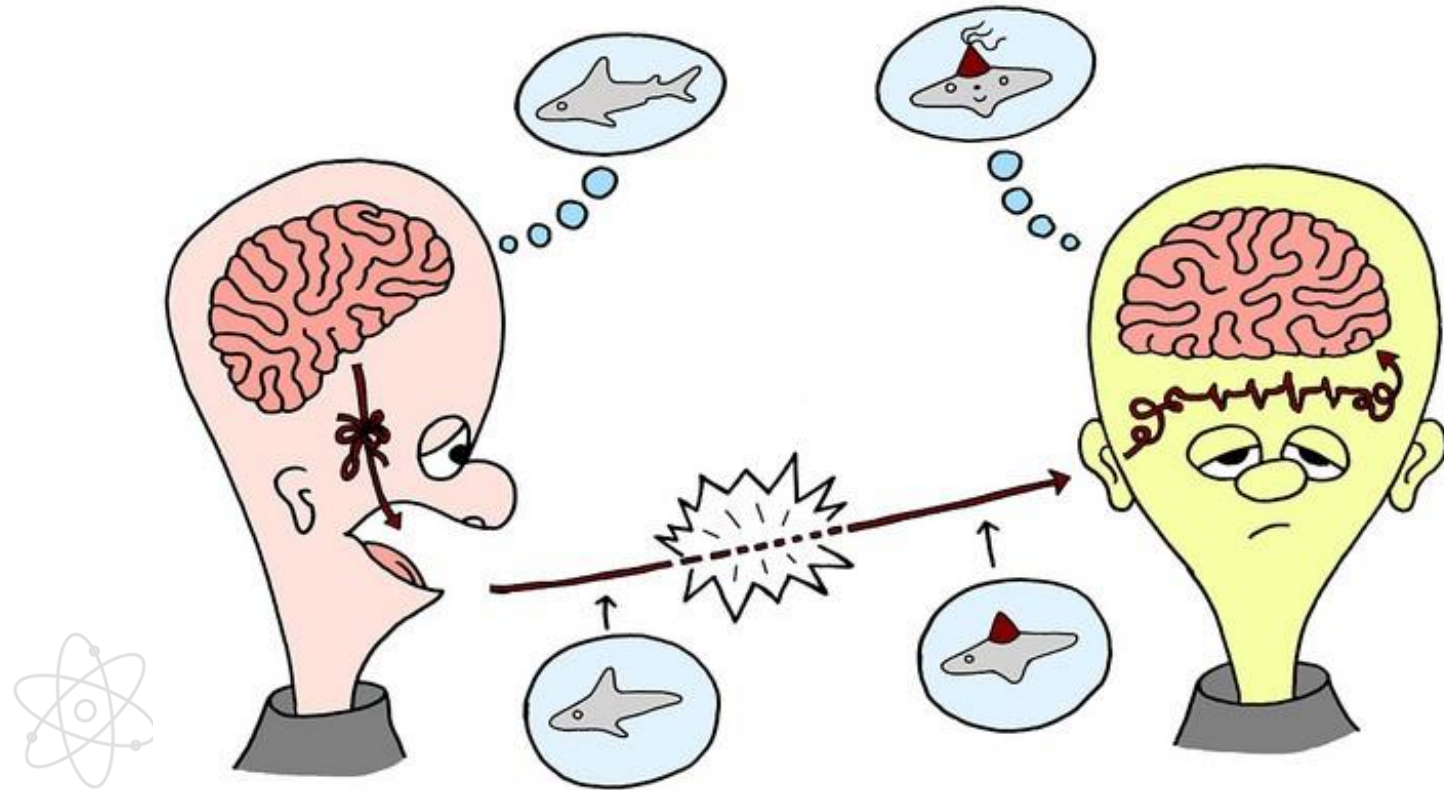
## Introduction on communication during Emergency

### Effective Communication with Clarity & Impact

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## Overview

Mixed messages, misunderstandings, and misconceptions cost entities millions and loads of damage each year. This basic emergency communication course covers the fundamentals of communication. By its conclusion you should have a clear understanding of what good communication look like and what you can do to improve your abilities as well you will be able to get to know more figures about communication channels, old and new.





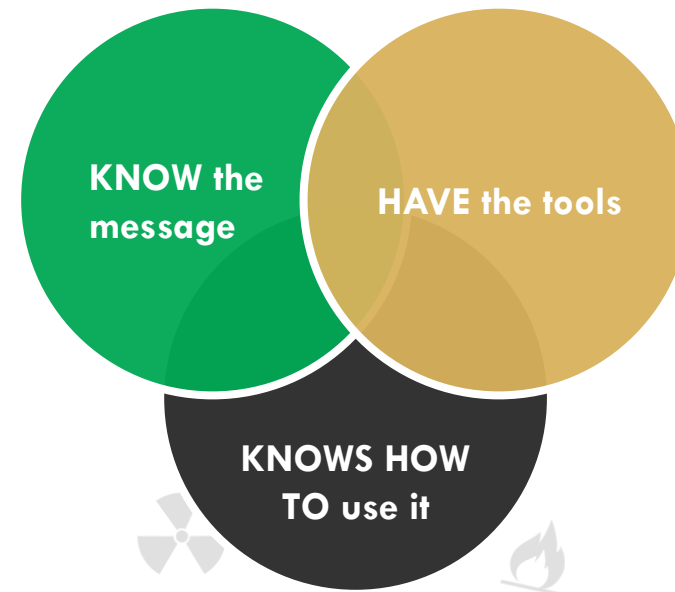
# What we will learn

- 1 How well do you communicate
- 2 Type of Questions
- 3 What makes a great communicator?
- 4 Communication basic principles





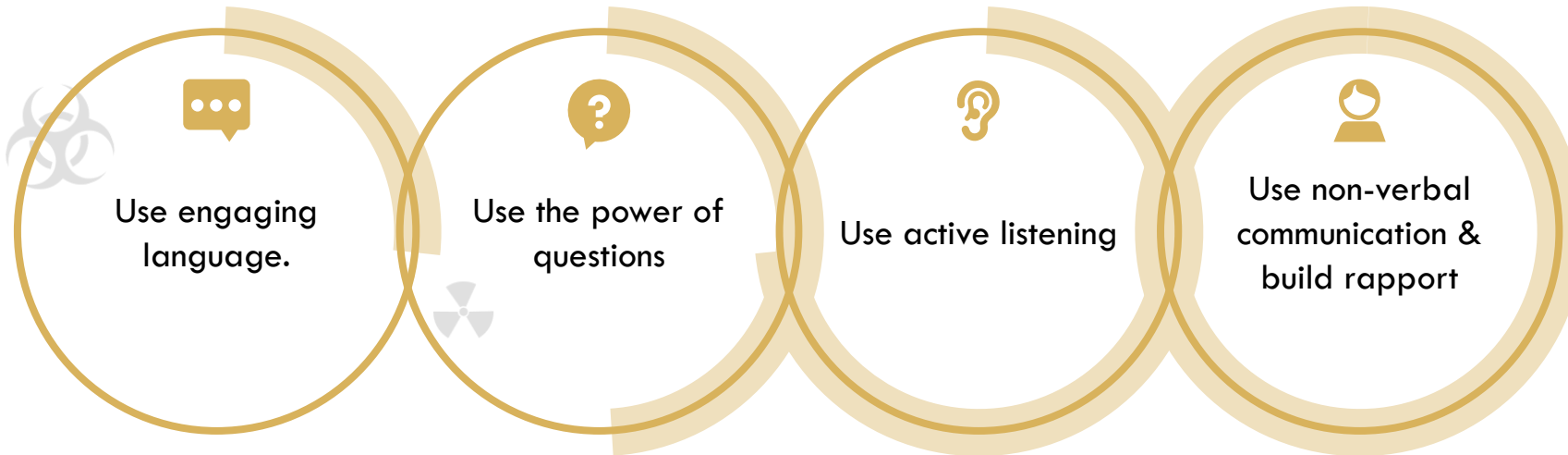
# What makes a great communicator?







# 4 Basic Principles







# 1 - Use Engaging Language

- 1 Focus on behaviour, not personality
- 2 Be specific
- 3 I messages and owning your language
- 4 Language that engages others





Focus on  
Behaviour not  
personality

“ | “ Messages -  
own your  
language



Be Specific





# Focus on Behavior Not Personality



**Personality statements are generally judgments (positive and negative) about a person.**

**You are a nice person.**

**You are lazy**



**Behaviors statements describe how a person is acting.**

**You make friendly gestures that makes everyone feels welcomed.**

**You were late 15 minutes on this meeting and 20 minutes on the last meeting.**

**EXAMPLES**









## 2- Using the power of questions

- 1 Controlling a conversation
- 2 The different types of questions
- 3 Importance of questions
- 4 The questioning funnel





**Who is in control  
of any  
conversation?**

**The person asking  
the questions**





# Controlling a conversation

Check Type of  
Questions





## Fact Finding Questions

These tend to be closed questions to establish facts

“How many staff do you have?”

“Which is the best road to take from here?”



## Clarifying Questions

You rephrase things so you understand better

“Am I right in saying ...?”

“Are you saying ..?”





## Developmental Questions

These increase the amount of information you gather

“Can you expand ..?”

“Could you give me an example ..?”



## Testing Questions

These are used to assess a person's position  
and are usually closed questions

“Is that important to you?”

“What is your reaction to that?”



## Leading Questions

You give the other person the answer in your  
question, or the answer you want from them

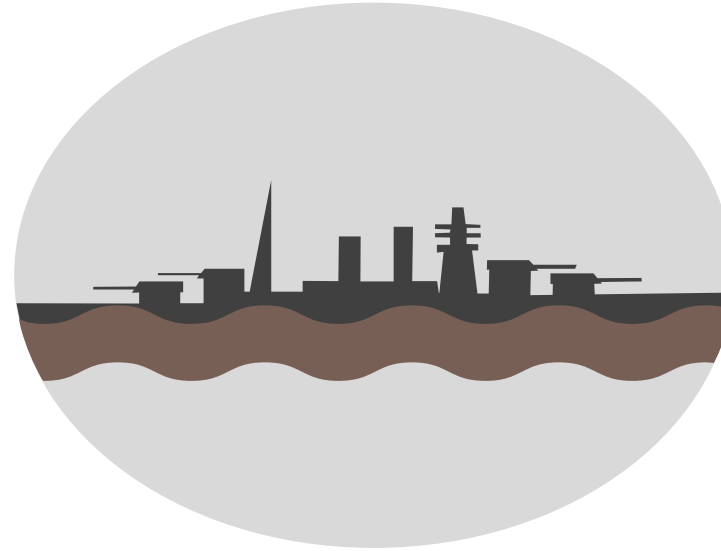
“All our customers prefer this option, would you like that as well?”





# Importance of questions

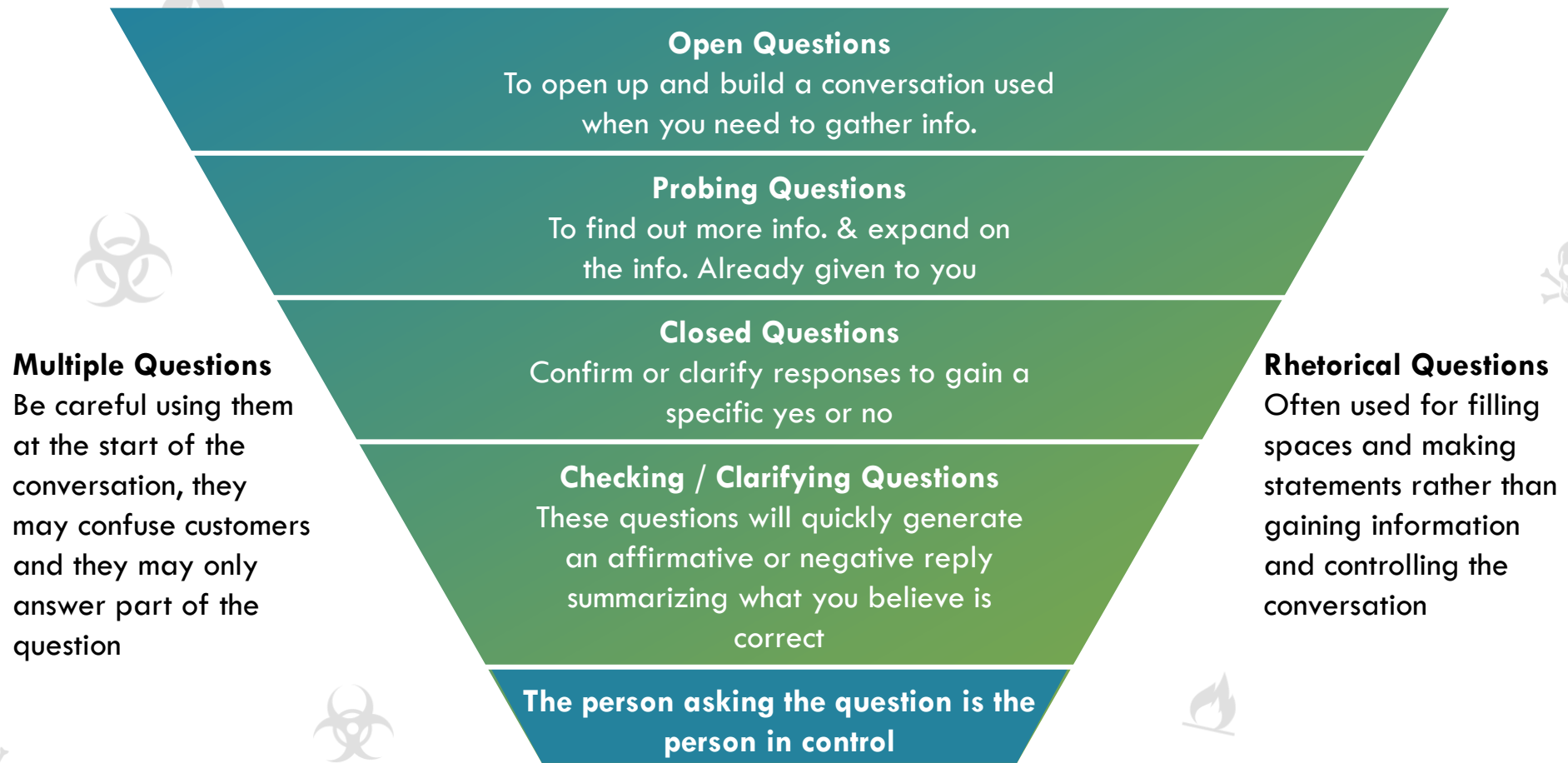
□ - Information!







## Questioning







## 3- Using Active Listening

- 1 Evaluate your listening skills
- 2 Listening & Empathy
- 3 Active listening tools
- 4 How to listen better?





## Listening & Empathy





# Encouragement



- ☒ Nodding
- ☒ Smiling
- ☒ Looking interested
- ☒ Facing speaker
- ☒ Leaning towards speaker
- ☒ Eye contact





# Echoing



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**Repeat the key words  
from the speaker's  
message using the  
speaker's words, not  
your own**







# Reflective Paraphrasing

**Capturing the emotion  
and content being  
expressed to show and  
check understanding of  
the speaker's meaning.**





# Listen Actively



Give your complete attention	Acknowledge the emotion	Get Confirmation you are correct	Paraphrase the emotion & Message	Check back for confirmation
Stop what you are doing	"You seem angry about this."	"No, I'm not angry. I'm just frustrated."	"So you are frustrated because he wanted to talk to your supervisor?"	"Does that sound right?"
Make eye contact	"Wow! You sound really excited."	"Yes, I'm very excited about this."		"Do I understand you correctly?"
Use non-verbal signals like nodding			"So you are excited that you attended the academy training program?"	





## How to Listen Better?

1

**Stop Talking**

2

**Give Your  
speaker Your  
Undivided  
Attention**

3

**Notice Your  
speaker's Tone  
of Voice and  
Body  
Language**

4

**Take Detailed  
Notes**

5

**Repeat What  
You Think  
You've Heard  
(Paraphrase)**

6

**Ask Insightful  
Questions to  
Understand  
Your speaker's  
Needs**

### TIP

**take notes using the other person's  
exact words and phrases**





## 4- Use non-verbal communication & build Rapport

- 1 What is rapport?
- 2 Matching non-verbal communication
- 3 Discover some common truths & myths about body language
- 4 Demonstrate body language that engages others.





## What is Rapport?

Rapport is the key to success and influence in both your personal and professional life. It's about appreciating and working with differences.



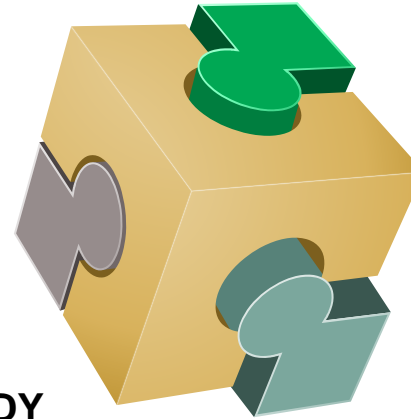


# Matching

Non-verbal communication

## MATCHING VOICE TONE & LANGUAGE

Speed of speech,  
volume of speech,  
rhythm of speech



## MATCHING BODY LANGUAGE

Posture - how they  
stand, gestures, eye  
contact

## MATCHING LANGUAGE

Using the other  
person's own words to  
check for agreement  
and understanding





**The No-Eye-Contact style**

**The Fixed stare style**

## Eye Contact Styles

**The Balanced style**

**The Darting Glance style**





# Eye Contact

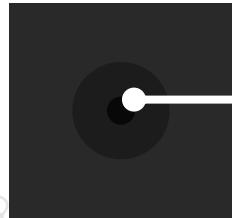
Use a slightly different style with each person rather than the one-size-fits-all approach.

*Remember.. Treating each person as a unique individual is at the core of building Rapport and maximizing the similarities and playing down the differences.*

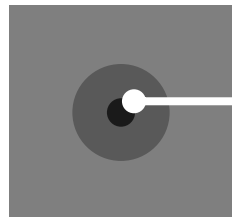




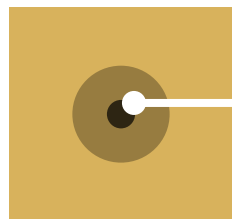
# Using your eyes



**While speaking to them look at them for longer than you might otherwise do. But avoid getting into I-will-not-look-away-until-you-do competition. When you are doing the listening give them quite sustained eye contact.**



**Giving them sustained eye contact will be perceived as aggressive or even intimidating. Adopt a somewhat similar style by looking away more than might be normal for you, especially when you are doing the speaking.**



**Make much less eye contact that you might normally do. Practicing using peripheral vision to watch them.**

(If, at first, you find this a little uncomfortable you can ease your own tension by varying your expression and by using head nods and 'Uh-huh' sounds)





# Using your eyes



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LOOK HERE



Simply observe them and then  
match their style!





# Pacing to lead



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In order to lead somebody, to influence them with your point of view, remember to pace them first. This means really listening to them, fully acknowledging them, truly understanding where they have come from-and being patient about it.

Remember the Train metaphor





## Taking a genuine interest in others

Everybody likes to talk about themselves ...  
so ask a lot of questions





## 6 Quick ways to sharpen your rapport:

1

**Take a genuine interest in getting to know what's important to the other person.** Start to understand them rather than expecting them to understand you first

2

**Notice how someone likes to handle information.** Do they like lots of details or just the big picture? As you speak, feedback information in this same portion size

3

**Adopt a similar stance** to them in terms of body language, gestures, voice tone and speed

4

**Pick up on the key words,** favorite phrases, and way of speaking that someone uses and build these into your conversation

5

**Look out for the other person's intention** - their underlying aim - rather than what they do or say . They may not always get it right, but expect their heart to lie in the right place

6

**Respect the other person's time,** energy, favourite people, and money. They are important resources for them





# Why Body Language is so important?

**Body language  
speaks louder than  
any words you can  
ever utter.**



**Your body  
movements reveal  
your thoughts,  
moods, and attitudes.**





# Total Communication

**Do you think it's matter to know  
that in emergency?**





**7%**

**WORDS**

**38%**

**TONE**

**55%**

**BODY LANGUAGE**





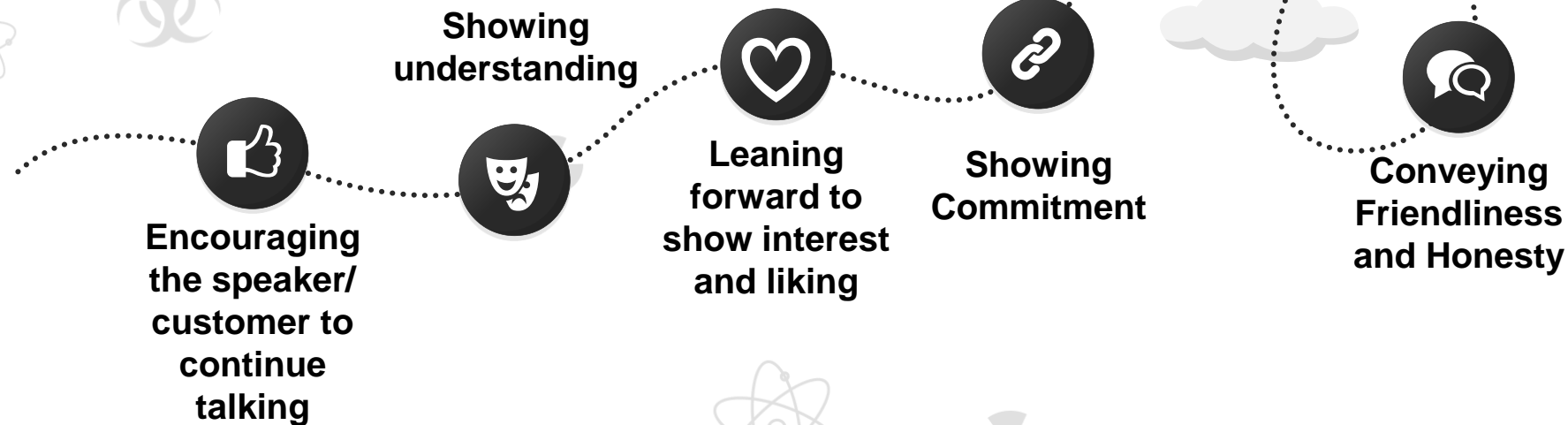
# Interpreting Body Language







# Gestures & Posture For...

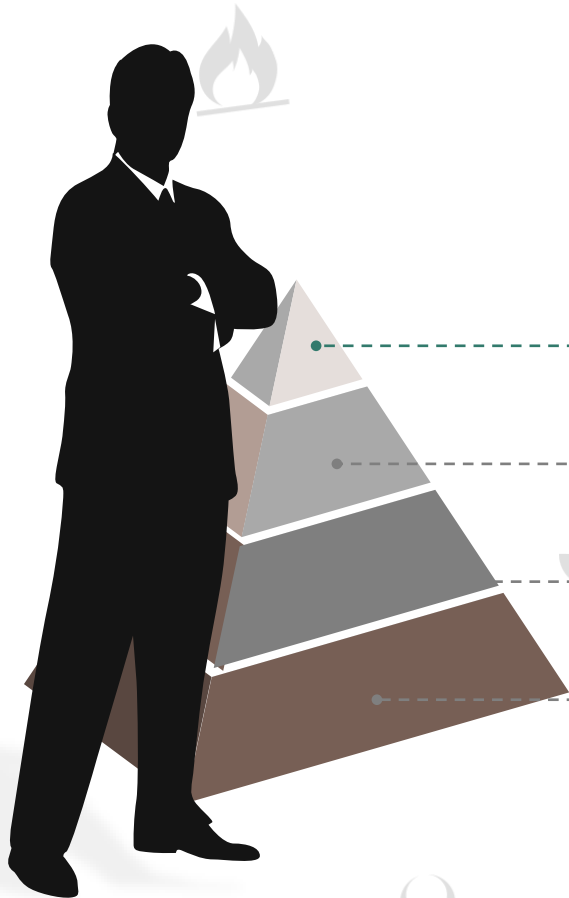






## Proxemics

**COVID -19**



01

**Intimate Distance (0 to 18 inches /15 to 46 cm)**

02

**Personal Distance (18 inches to 4 feet /46 cm to 1 – 2 meters)**

03

**Social Distance (4 to 12 feet/1-2 to 3-6 meters)**

04

**Public Distance (12 to 25 feet /over 3-6 meters)**





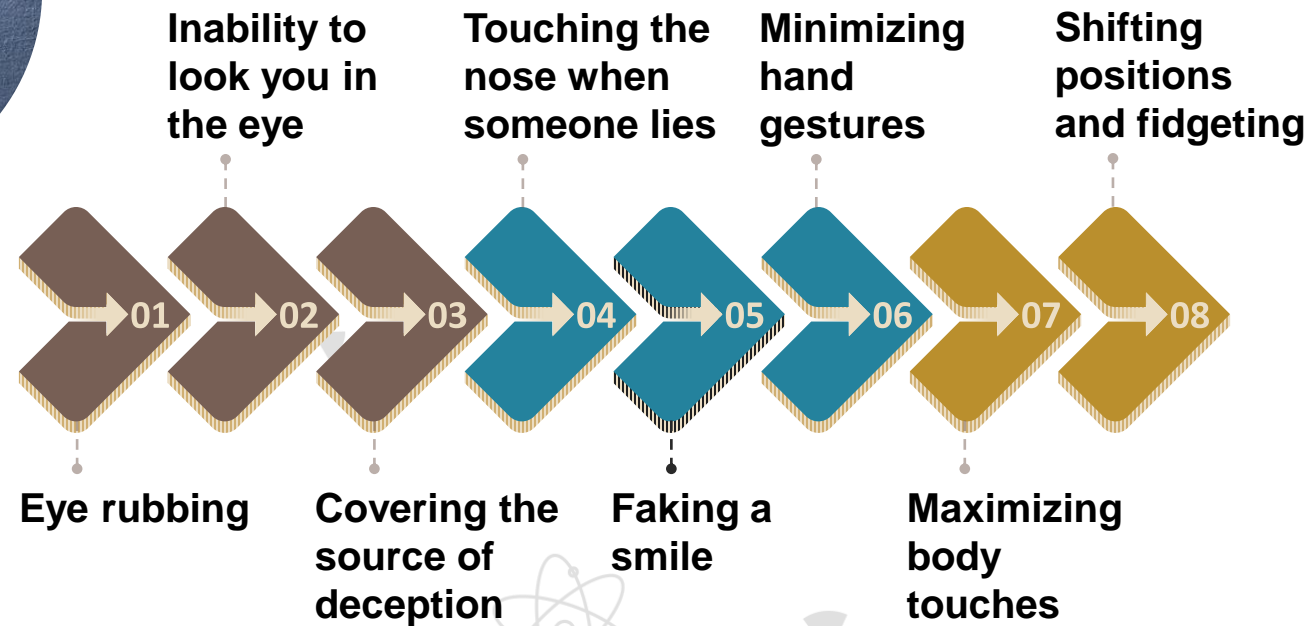
# Interpreting Body Language

	Positive Example	Negative Example
Head		
Eyes		
Mouth		
Arms		
Legs		
Hands		
Feet		
Posture		
Proximity		





# 8 Ways to Spot Deception







Thank You





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