

Relationship Management with Stakeholders for effective Court Administration

Vijay Vancheswar

NJA, Bhopal-"Court Administration, Management of Personnel and Usage of
ICT Tools at District Level (P-997)

❖ Inter and Intrapersonal Skills and Body language : an important element of work place communication Impact of Words, Tone of Voice and Body Language

✓ W: 7%, Tone : 38% Body Language : 55%

✓ Smile : does not Cost anything

✓ Show appreciation

✓ Listen actively and reflectively: **RASA**

❑ **Receive, Appreciate & Acknowledge, Summarise and Ask**

✓ Support team efforts : Put “We before I”

✓ Show a sense of humour 😊

❑ **Be Sincere , Not Serious !**

❖ Recovering from difficult Interpersonal Situations

➤ Apologise in person

➤ Time apologies carefully

➤ Assume responsibility

➤ Correct mistakes

➤ Be patient- it is a great virtue and wins battles !

➤ **Listening Skills :**

A great aid for effective Workplace Communication !

Respond ..do not react !

Respond ...You are in control !(mind)



React You are controlled ..!!(heart)



Reflective Listening vs. Mechanical Listening

Reflective : focus on understanding others and responding unlike mechanical listening

3 components of reflective listening :

- Establish Eye Contact
- Do not interrupt
- Paraphrase : “you understand and convey that you understand”
- Video : Reflective Listening

Ethical Framework for Interpersonal Communication

Martin Buber, German philosopher stresses the importance of our attitude in setting the moral tone of our conversation :

Two primary human attitudes or relationships :
“I –It” and “I –Thou”

I-It : treats others as objects: self centered and driven by only one's needs

I-Thou : (I-You) relationships : treats others as unique human beings, focus on appreciating others perspectives

Ethical Framework for Interpersonal Communication

Buber identifies three types of communication:

- **Monologue** : *Self-Centered- eg: when meeting our emotional needs*
- **Technical Dialogue** : a neutral stance towards self and others-> focus on gathering and processing information-eg : sending and receiving information centered messages: clinical interactions
- **Dialogue** : *product of “I-Thou” relationship: focus on ‘understanding’ rather than being ‘understood’: Mindfulness(walking the narrow ridge), Effective Listening, Emotional Intelligence, Confirmation and Trust Building*

Communication , Persuasion and **IMPACT**

- ***Inter and Intra Communication***
[within and outside]
- ***Transactional Communication: Transmission of messages among people or groups***
- ***Interactive Communication : Dialogue –'I-Thou' vs 'I-IT' relationship***
- ***Persuasion : Deliberate attempt to make another person or group adopt a certain idea, belief or action***
- **IMPACT->TRIAD Principle :Tell what you have to say; Tell it; Repeat what you said...[Highlight and recap '3Things']- 'use the KISS principle'**
- **["Triad Principle" 3x3]**

Towards Effective Communication through use of the Six Thinking Hats-Edward Debono

" PARALLEL THINKING, DIVERGENT VIEWS"

The Six Hats:



The White Hat:
calls for information known or needed.
"The facts, just the facts."



The Yellow Hat:
symbolizes brightness and optimism. You can explore the positives and probe for value and benefit



The Black Hat:
signifies caution and critical thinking - do not overuse! Why something may not work



The Green Hat:
focuses on creativity, possibilities, alternatives and new ideas. It is an opportunity to express new concepts and new perceptions - lateral thinking could be used here



The Blue Hat:
is used to manage the thinking process. It ensures that the 'Six Thinking Hats' guidelines are observed.



The Red Hat:
signifies feelings, hunches and intuition - the place where emotions are placed without explanation

Interpersonal Communication and Transactional Analysis

- Key : Understanding us and others
- John Holland , a Professor emeritus at Johns Hopkins University offers five personality types(product of genes, experience and conditioning)
- The **Realistic** Type : structure, order, logic
- The **Investigative** Type: observation & understanding
- The **Artistic** Type : creative and non-conventional
- The **Social** Type : Likes to inform , interact and engage with people
- The **Enterprising** Type: persuasive, leadership traits , good at making others do what they conceive

Key Pointers- Two things for Lawyers

- *Attitude is everything .." Develop on attitudes"..*

Mojo: Practice on a subject that you are passionate about !

*Lawyers : Law Schools teach lawyers on speaking to Judges, Jury, Adjudicators ...Yes **Communication is a very important skill** that Lawyers and people in the Legal Profession need*

Two Very Important Communication Skills that Lawyers need to have, not taught and trained enough: (Cindi Crawford, Independent Lawyer..eg of her uncle receiving formal letters from her lawyers)

Communicating with Clients (beyond sending formal documents to client, understanding their issues reassuring them, building confidence and trust)and ***Listening Skills-***

[2 Videos: Cindi Crawford, Legally Speaking and Listening: I'm listening what did you say...!?)

Reflective Listening : Maintain Eye Contact, Do not Interrupt, Paraphrase

Importance of 3 key high lights : Memory span-Words vs. Brain speed, PM's eg.

Pillars of a Successful Communication Process

Trust

Reflective Listening skills

Verbal and Non-Verbal Communication skills

Conflict Resolution skills

Authenticity, Relationships and Networking...

Principles of reflective listening-a) Maintain Eye Contact ; b)

Do Not Interrupt and c) Paraphrase

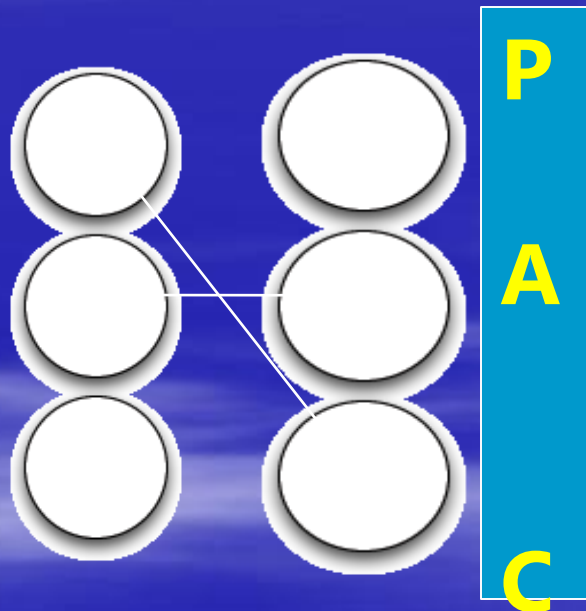
PUBLIC SPEAKING TIP

Tell what you have to say; **Tell it;**
Repeat what you said... (Highlight
and recap ‘Three Things’)

[“Triad Principle” 3x3]

Eric Berne: Transactional Analysis

- Study of social interactions and communication states through analysis of human transactions (games).
THREE STATES: PARENT, ADULT and CHILD



- Games people play (1964), I'm OK you're OK (1969), What do you Say after you say Hello? (1975)

Transactional Analysis and Psychology of Communication

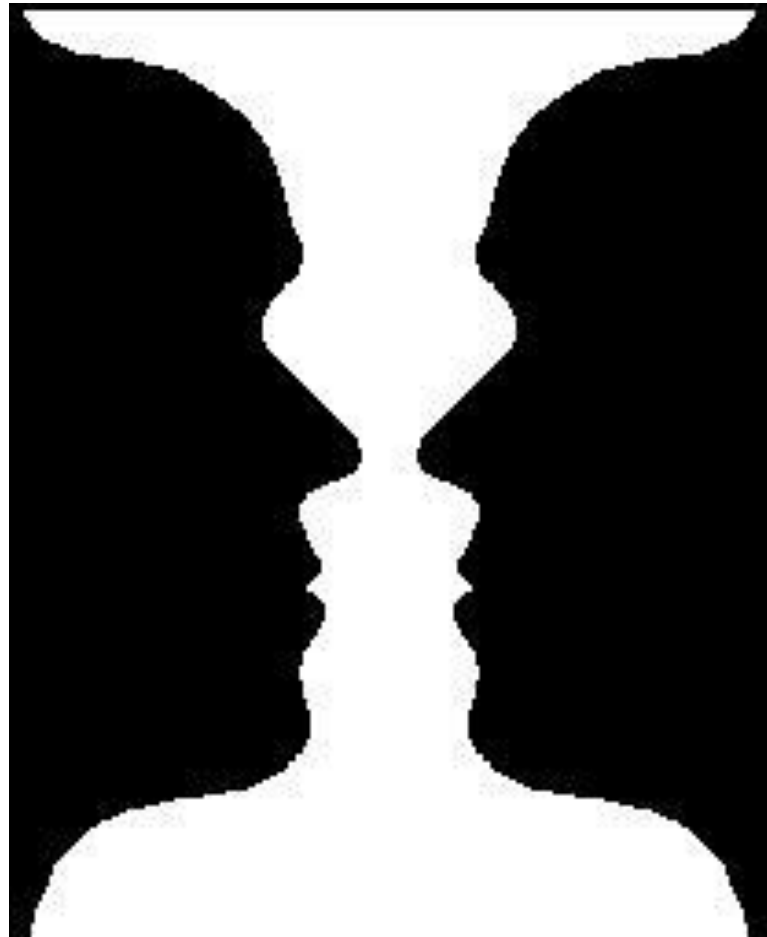
- Four States:
 - I am OK you're Not OK
 - I am OK you're OK
 - I am NOT OK you're OK
 - I am NOT OK you're NOT OK

- Key Take-away for Communication :
Understand the state of the other and tailor your response : No 'one fit all' solution

Demonstrating ethical norms and courtesies

- Exchange pleasantries
- Treat everyone with respect
- Offer assistance
- Honour other's privacy
- Respect shared areas and resources
- Contribute when asked
- Marshall Goldsmith, *"What Got You Here Won't Get You There: How Successful People Become Even more Successful"* identifies **six basic forms of bad manners** : **"speaking or writing when angry, writing by focussing on the negative, making excuses, claiming undeserved credit, not listening well and failing to express gratitude"**

Face Vase



Perception is indeed a reality for each one of us !

Smart and Conscious Communication is all about making others receptive to our point of view

In this illusion the figure and the ground are reversible in all ways



“Trayvon Martin could have been me 35 years ago...”

US President Barack Obama , in the aftermath of the controversial verdict of a Florida court acquitting the teenaged Trayvon Martin’s alleged killer, which has sparked a new debate on race relations in America (Feb2012)

Communication impact is a function of what you say **(choice of words)** and how you say **{feelings}** and the manner in which you demonstrate it **(expression)**

Recipe for Success

–Albert Einstein

➤ *“If A is success in life, I would say the formula is*
 $A=X+Y+Z$

X = work ; Y = play ...Einstein was asked what is
Z ??

➤ ***Answer : ‘keeping your mouth shut’ !***
...listen more, talk less...!!

8 fold tips-Managing Self through Conscious Communication

- **Set an Example**
- **Love What You Do**
- **Discover the Self-Esteem** (avoid internalizing-a common malady)
- **Care For the People** (benign care, empathy)
- **Duty vs. Rights**
- **Sanctity of Work**
- **Make People feel They are Understood**
- **Personal Management** (recognise and manage your anger)

Silent Prayer:

Lord give me that composure, serenity and poise in dealing with situations objectively

"May I have the Courage to change what I can; the strength to bear what I cannot and the wisdom to know the difference..."

Workplace Communication Tips

So to conclude :

Always put 'U' before I

Listen reflectively

Be more 'interested' than 'interesting'!

Video: TED Talks : Julian Treasure: How to Speak so that people want to listen... 7 deadly sins of speaking : Gossiping, Judging, Negativity, Complaining, Excuses, Exaggeration and Dogmatism(facts vs. opinions—my way only)

4 Positives for good Public Speaking : **HAIL-greeting& appreciating**

Honesty (Be clear &straight),Authenticity(be yourself)

Integrity (Do what you say) & Love(Wish everybody well)

“The object of oratory alone is not Truth, but Persuasion” -

Thomas Macaulay

Summary: 7 Key Take- Aways ->

Tips for effective Intra and Interpersonal Communications

- De-link the ' Message' from the 'Messenger' ...
Issue vs. personality
- Hone Listening Skills (use the 'RASA' guideline)
- Respond (you are in control), do not React(Impulsive)
- Be Sincere, Not Serious!(use humour effectively)
(Do not take yourself and others too seriously)

Do not have a larger than necessary picture of yourself..focus less on I and more on You and We(others)...

'Be more 'Interested' rather than 'Interesting'

- *Attitude is everything .." Develop on attitudes"*..
- *Tune your response and transact based on an understanding of the person's psyche (PAC and the 'Six Thinking Hats' model)*

Adopt the 7C's, TRIAD Principle : Tell, Repeat, Highlight -3 Things !