



Do You Hear What I Hear?
NC MAGISTRATES' SPRING CONFERENCE
MARCH 15, 2022

1

BALE



2


SALE



3


Reason(s) for your choice of spelling

- Word Association
- Preconceived Notion
- Other




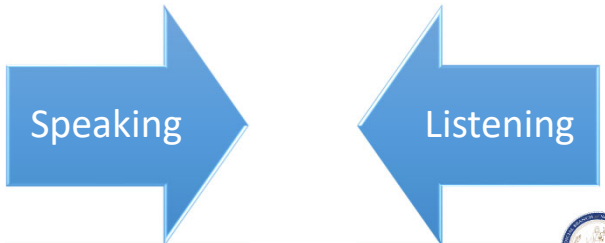
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LOL
TTYL
BRB
IJS



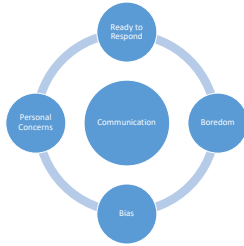
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Communication



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distractions



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What we are taught

- Write
- Read
- Pronounce



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Speaking: Verbal & Non-Verbal

- Body Language: Resting "Angry" Face
- Speech Inflection: Loud for No Reason
- Tone of Voice: The Delivery



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CONSIDER THE VIDEO...NOW, THINK



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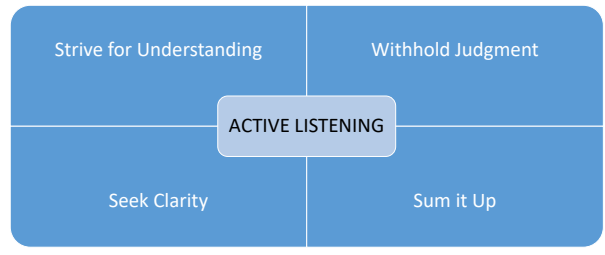
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Hearing vs. Listening



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Put It To Practice #1

MESSAGE DELIVERED

I was counting on you to speak up for me during our meeting with CDCJ Perez. Yesterday, when we discussed the matter, you said you supported my position; but today you didn't open your mouth!

MESSAGE RECEIVED

- a. She did fine by herself.
- b. She never called my name.
- c. I expressed my agreement. I guess she just didn't hear me.
- d. She is disappointed I didn't help her out during the meeting like she was expecting.



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Put It To Practice #2

MESSAGE DELIVERED

I'm sick of this dead-end job! When I started working here, I really thought my hard work and dedication would be noticed and get me somewhere. Yeah, I was just fooling myself.

MESSAGE RECEIVED

- a. His hard work isn't getting him the promotion to Chief Magistrate he was expecting
- b. He needs to stop worrying, his hard work will soon pay off
- c. I know EXACTLY how he feels
- d. Maybe he should go back to college



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Put It To Practice #3

MESSAGE

Thelma and Louise always get the easy shifts, and you save the hard ones for me.

RESPONSE

- a. Prove it!
- b. What about last month when you only had one Saturday night?
- c. So, you feel like my scheduling of workdays is unfair.
- d. Review the work schedule again. By doing so, you will notice that shifts are equally assigned.



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Put It To Practice #4

MESSAGE

Around here everybody is your boss. First, I try to satisfy DCJ Mathis, and then SCJ Wapner asked me to do something; and sometimes even Madam Clerk gives me assignments. I just can't keep all of them happy. Most of the time I have no idea what I should be doing.

RESPONSE

- A. I didn't know the Clerk was giving you assignments, too. What the...she didn't run that by me.
- B. With all these people giving you things to do, you must feel overwhelmed. I can tell it's getting to you.
- C. You are doing an excellent job!
- D. It'll get better. Enjoy your vacation and we will discuss when you return.



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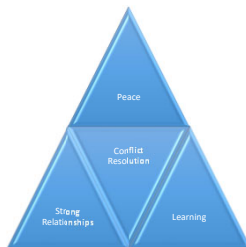
LISTEN BEFORE WE THINK



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Communication Is The Building Blocks to...



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THANK YOU

Presenter: Takeeta Tyson

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