

DEVELOPING RELATIONSHIPS IN YOUR BARN

IT'S MORE THAN JUST TALK

PATH Int'l: Region 4 Conference
May 17, 2019

What are We Going to Cover

- What is Communication
- Who we need to communicate with
- Building & Fostering Relationships
- Social Media and Networking
- Pitfalls – how to avoid and how to get out of them



Why This Topic

- Important to understand how communication impacts our relationships & our programs
- About managing relationships and how to work effectively with others
- Improve how we see others
- Develop important life skills - critical thinking, problem solving, conflict resolution, team building
- Managing your image

Better our relationships, the more productive and happy we are



Communication:

Its Not Just a Bunch of Words ~ It's a Tool

- Sending and receiving information
- Content can be facts, ideas, concepts, opinions, attitudes and emotions
- Various types and styles



*It's the only way we
can effectively
work together on
anything.*



Types of Communication

Verbal: The use of words through means other than written

Written:



Non-verbal: body language, expressions, facial expression and gestures, voice inflections and tone

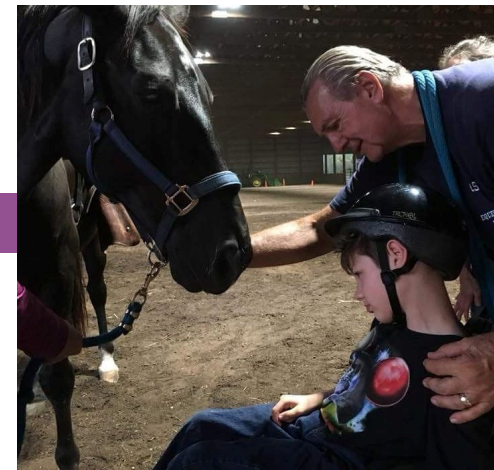
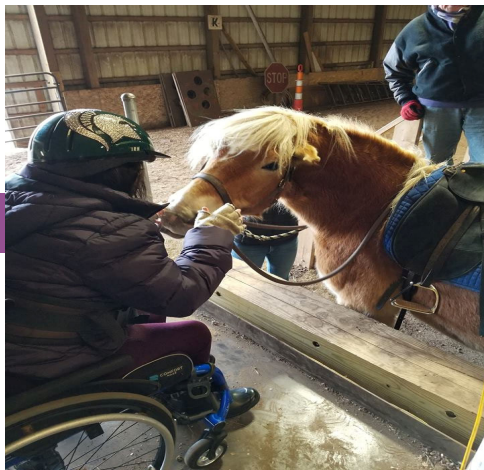


Visual: brochures, billboards

Question: What category does ASL fall into?

Communications Styles

We all have a style – may vary depending on audience and situation



Important to understand each style, and why individuals use them

Communication Styles: Passive

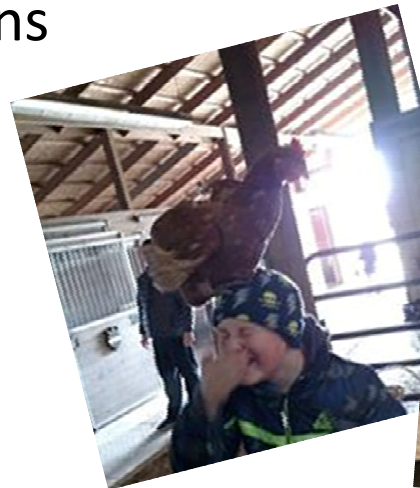
- Go with the flow, avoid confrontation
- Act indifferently, yielding to others.
- Usually fail to express their feelings or needs
- Allowing others to express themselves
- Display a lack of eye contact, poor body posture and an inability to say “no.”



Do you want this person in your program?

Communication Styles: Aggressive

- Often apparent when someone communicates in an aggressive manner ~ You'll hear it. You'll see it. You may even feel it.
- Speaks in a loud and demanding voice, maintaining intense eye contact and dominating or controlling others by blaming, intimidating, criticizing, threatening or attacking them, among other traits.
- Issue commands, ask questions rudely and fails to listen to others.



Do you want this person in your program?

Communication Styles: Passive-Aggressive

- Appear passive on the surface, but within may feel powerless or stuck, building up a resentment that leads to seething or acting out in subtle, indirect or secret ways.
- Will mutter to themselves rather than confront
- Difficulty acknowledging their anger; May deny there is a problem.
- Communicate with body language or a lack of open communication
- May appear cooperative, but may silently be doing the opposite.



Do you want this person in your program?

Communication Styles: Assertive

- Most effective form of communication
- Open communication link while not being overbearing
- Can express their own needs & desires while also considering the needs of others.
- Aim for both sides to win in a situation
- Keys is using “I” statements, such as “I feel”, “I don’t”
 - Indicates ownership of feelings and behaviors without blaming the other person.



Do you want this person in your program?

Communication Styles

Remember...

Celebrate the differences in styles that are represented in your program and learn how to capitalize on them



Vary your type of style and the form of communication used to the situation

Developing Positive Relationships

Communication is the Key Attribute for Success

- Build strong listening skills –show you are listening
- Suspend your judgement, assumptions and beliefs
 - Don't attack; even when you don't like what they are saying
- Build trust and interest; be honest
- Communicate with transparency – no hidden agenda
- Behave consistently
- Be respectful
- Follow-through: provide feedback & respond appropriately
- Continual drip

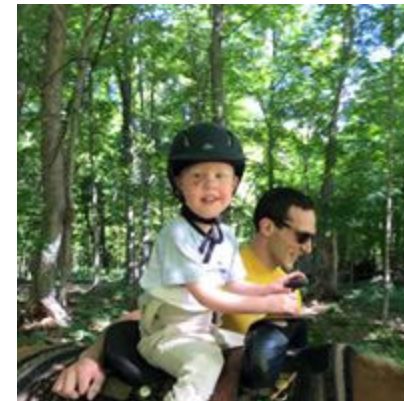


Who Do We Need to Develop the Relationships With?



Riders

- Remember: our focus is not speech language therapy; so our goal with low/nonverbal riders is COMMUNICATION – not speech therapy
- Build trust and a relationship
- Skills use with others also perfect to use with riders
- Empower them in developing their plan when able



Families

- Open, honest feedback about their family member
- Be sure they understand the importance of communicating changes, issues, etc. and how these can impact the experience
- Trust and relationship



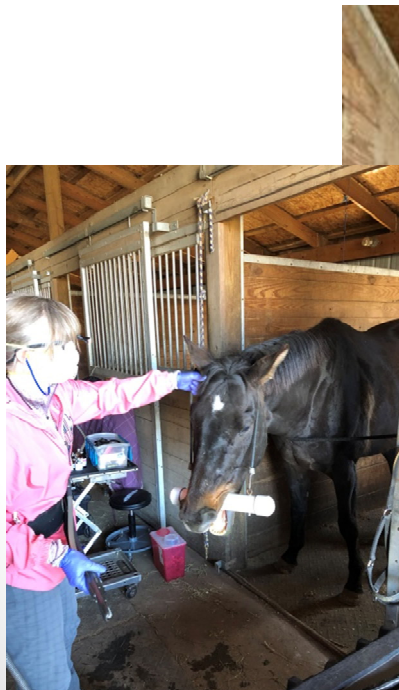
Volunteers

- Empower and delegate
- Seek out their creativity
- Give feedback – good and areas need improvement
 - Timely, regular, honest and specific
- Get to know them
- Reward and celebrate them



Support “Staff”

- Vet
- Farrier
- Feed Guy
- Hay Guy
- Attorney



Board

- Be sure they understand their role and your needs
- Educate and truly inform
- Don't assume they understand; they are not there on a day-to-day basis
- Create value between formal meetings
- Be open about mistakes and problems
- Invite feedback and honestly evaluate



Horses

- Its about the nonverbal: Vocal inflection, facial expressions, body language
- Think about what it is like to be a horse and how they communicate with each other



**What We
Want**

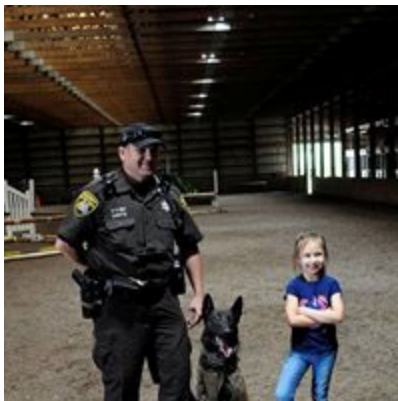


What We Get

*Suggested Reading: The Body Language of Horses
by Tom Ainslie & Bonnie Ledbetter*

Community Resources

- Press
- Chambers
- Schools
- First Responders
- Events



Fostering for a deeper relationship

- Why: Support in a crisis, Fundraising, PR
- How: Its not just about you.
 - Think about what value you can bring to other organizations



Social Media & Networking

It should be our friend...

but it can be the enemy



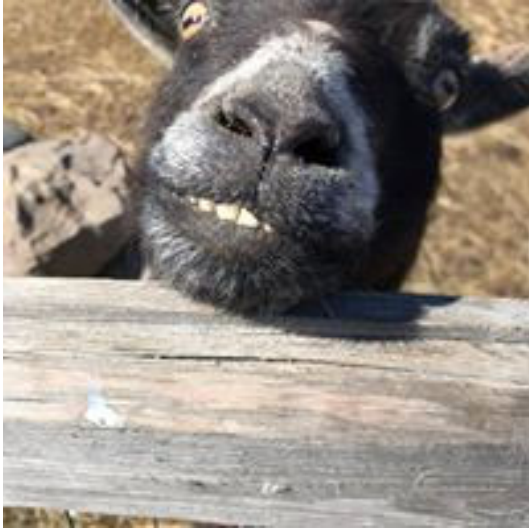
Pitfalls

How we get into them and How to get out of them

*Effective communication skills
serve a key role in successfully resolving conflict*



Pitfalls – Important Reminders



- Put yourself in their shoes
- Avoid gossip
- Separate people from the problems
- Set out the facts, listen, explore options together
- Do in private without an audience
- Speak plainly and calmly
- Don't get stupid

General Communication Mistake to Avoid

- Lack of attention to tone
- Not adjusting style to the situation
- Avoiding difficult conversations
- Reacting instead of responding
- Closing your mind
- Speaking more than you listen
- Thinking you are being understood



Share Time...

- Example of bad situation turned good
- What challenging situation would you like to explore / dissect with the group



Questions?



Please feel free to contact Beth Pellerito or Claudine Hildreth at O.A.T.S. if you would like to further discuss any challenges or questions that you may be having.

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