



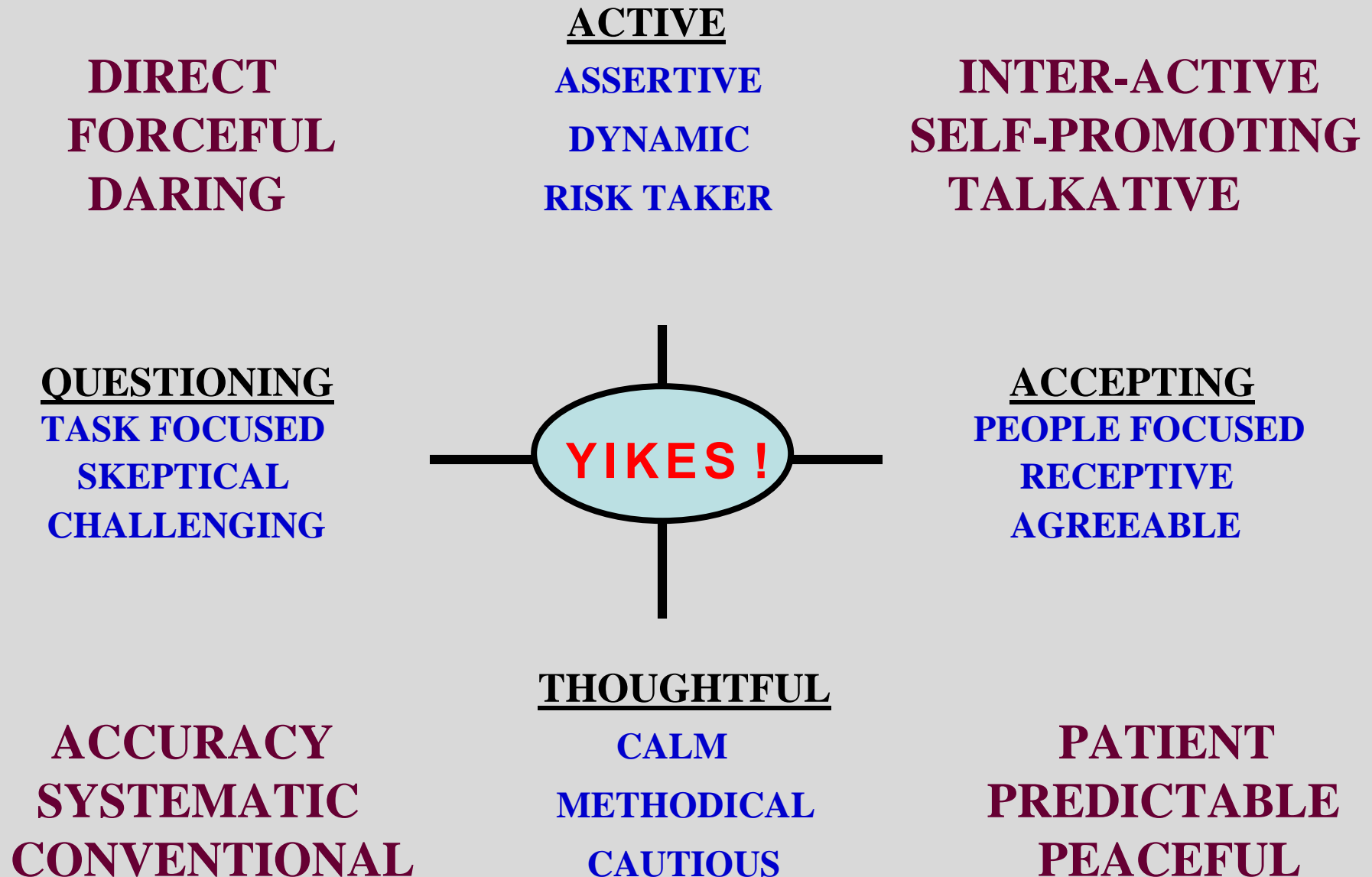
**UNIVERSITY OF  
GEORGIA**

**Carl Vinson  
Institute of Government**

**Effective Communication Strategies**

**ALL-JJ** ADVANCED LEARNING AND  
LEADERSHIP IN JUVENILE JUSTICE  
**CONFERENCE 2023**

# BEST – Descriptions



# B E S T

**B o l d**

**E x p r e s s i v e**

**T e c h n i c a l**

**S t e a d y**  
**(Sympathetic)**

# BEST

TASK



RESPONSIVENESS



PEOPLE

Movement

Assertive

B

E

T

S

J  
O  
B

B  
E  
H  
A  
V  
I  
O  
R

Orderly

Reserved

CONTROL



POWER

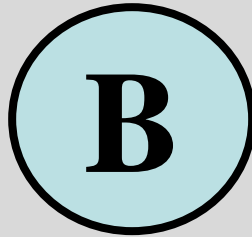


DEFER

# B E S T – Communication

**Tangible; To the Point**

**Speak  
to  
Think**



**Ideas and Options**

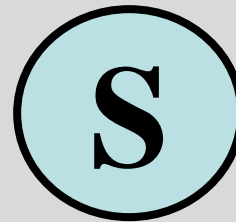
**Enthusiasm  
and  
Emotions**



**Think  
to  
Speak**



**Restraint  
  
Subdued**



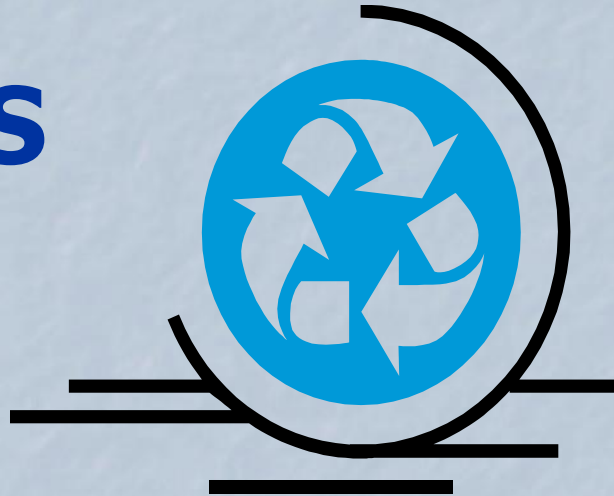
**Practical; Just the Facts**

**Social; Opinions**

# COMMUNICATION

Three things –

**WORDS**



**TONE**

**BODY LANGUAGE**

# **COMMUNICATION**

**EFFECTIVE COMMUNICATION IS . . .**

**. . . WHEN THE SENDER'S MEANING  
IS THE SAME AS THE  
RECEIVER'S UNDERSTANDING**

# Barriers in Communication

- **PHYSICAL** - Noise, Distractions, Crowds, Stress, Accent
- **SEMANTIC** - Words, Slang, Grammar; Uh / Um, Ya Know, Like, You Guys
- **PSYCHOLOGICAL** - Impatience, Attitude, Emotions, Motivation, Personal Baggage, Frustration, Cultural, Age, Gender, Stereotypes