



Welcome to your...

Community of Practice (COP)
Communication

Session # 5

Date 2/17/16

Agenda

- The Basics
- Variation
- Meetings
- Wrap Up

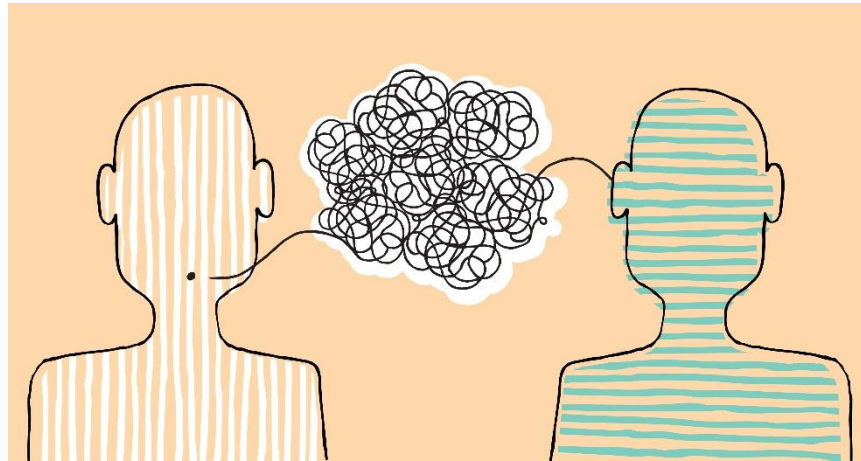


What Experts Say

- Forbes, “The Best Managers – Always – Communicate”,
<http://www.forbes.com/sites/victorlipman/2016/01/18/the-best-managers-always-communicate/#3c792516b6f44d68a6686b6f>
- Gallup study on Employee Engagement: 7,712 respondents,
<http://www.gallup.com/services/182138/state-american-manager.aspx>
- How to Communicate with Employees: The Secrets, and benefits, of effective communication
<http://www.inc.com/magazine/20100501/guidebook-how-to-communicate-with-employees.html>

The Basics

- Two layers
- Intent
- Control



Verbal Communication

- Relating
- 7 Keys to Authentic Communication and Relationship Success
 1. Hearing you say that, I feel ...
 2. I want ...
 3. I have some feelings to clear.
 4. I'm getting triggered.
 5. I appreciate you for...
 6. I hear you, and I have a different perspective.
 7. Can we talk about how we're feeling?

Variation

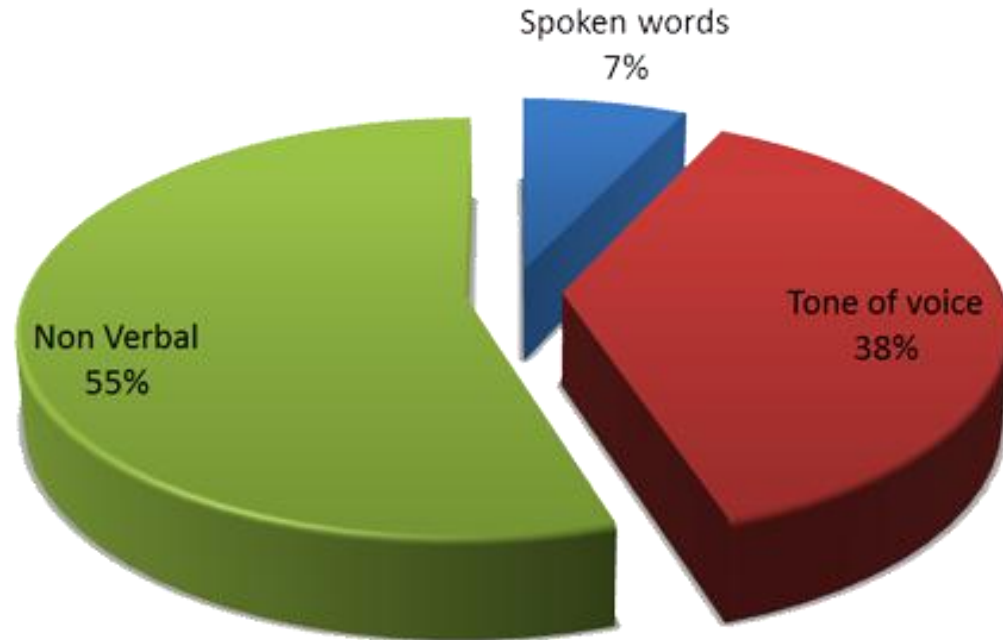


Personal and Work Values by Generation

Characteristic	Veterans 1922–1945	Baby Boomers 1946–1964	Generation X 1965–1980	Generation Y 1981–2006
Core Values	Respect for Authority	Optimism	Skepticism	Realism
	Conformers	Involvement	Fun	Confidence
	Discipline		Informality	Extreme Fun
				Social
Work Ethic and Values	Hard Work	Workaholics	Eliminate the Task	What's Next?
	Respect for Authority	Work Efficiently	Self-Reliance	Multitasking
	Sacrifice	Crusading Causesm	Want Structure and Direction	Tenacity
	Duty Before Fun	Personal Fulfillment	Skeptical	Entrepreneurial
	Adhere to Rules	Desire Quality		Tolerant
		Question Authority	Goal-Oriented	
Work is	An obligation	An exciting adventure	A difficult challenge	A means to an end
			A contract	Fulfillment
Communications	Formal Memo	In person	Direct	E-mail
			Immediate	Voice mail
Feedback and Rewards	No news is good news	Don't appreciate it	Sorry to interrupt, but how am I doing?	Whenever I want it, at the push of a button
	Satisfaction in a job well done	Money	Freedom is the best reward	Meaningful work
		Title recognition		
Messages that Motivate	Your experience is respected	You are valued	Do it your way	You will work with other bright, creative people
		You are needed	Forget the rules	

If We Break It Down...

- Vocabulary – 7%
- Voice inflections – 38%
- Nonverbal – 55%



How Do You Communicate?

Communications Quiz

- How did you score on the quiz?
- What statements do you find are the most useful?
- What additional statements do you use to effectively communicate?

Variation

- What do you find the most effective method of communication (phone, email, text, in person)? How do you decide which method to use?
- Do you communicate differently with the different generations on your team? With your manager/executives versus direct reports? If so, how and why?

Listening



Most people do not listen with the intent to understand; they listen with the intent to reply.

–Stephen R. Covey

One of the most sincere forms of respect is actually listening to what another has to say.

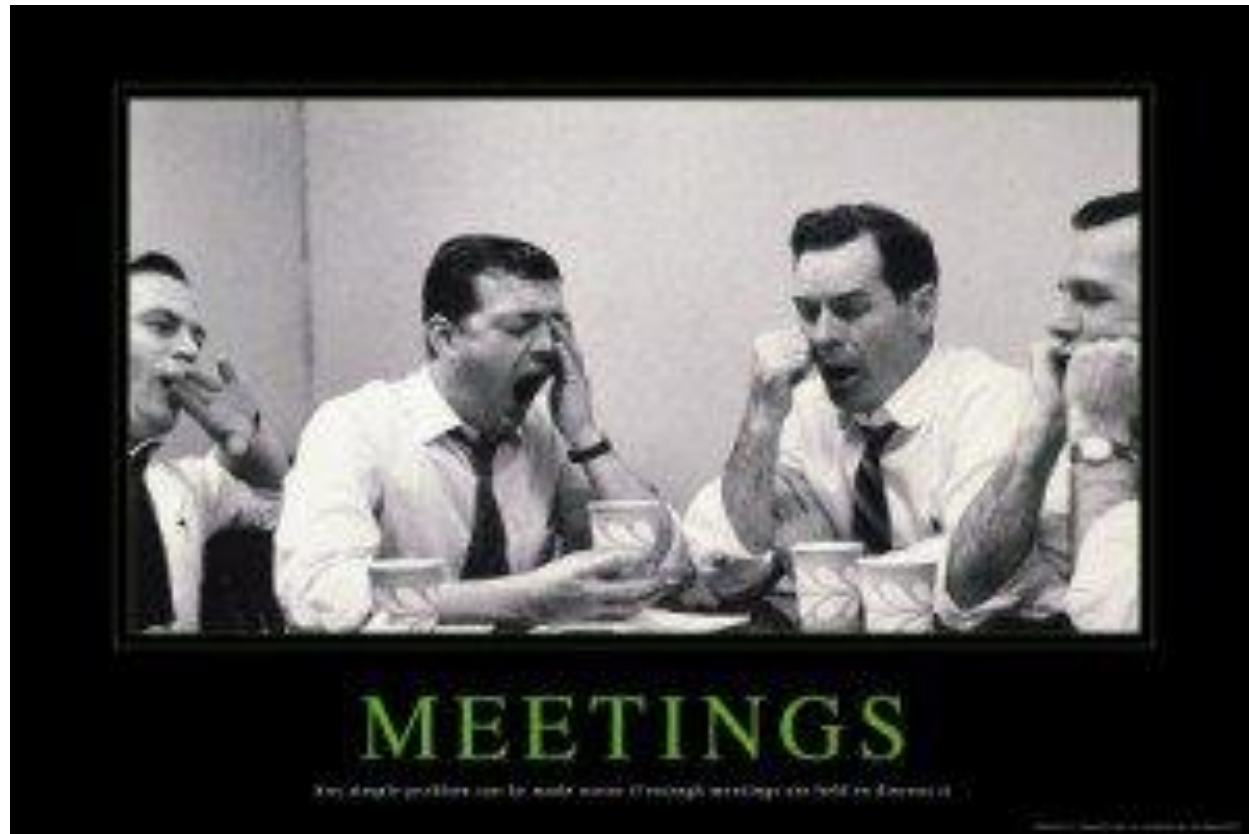
–Bryant H. McGill



Four Steps to Effective Listening

1. Active listening
2. Listening with empathy
3. Listening with openness
4. Listening with awareness

Meetings



Meetings

- When do you call a meeting?
- How do you run an effective meeting?
- What was an ineffective meeting you've been in? How was the communication ineffective? What would you do differently?
- What's an effective meeting you've either run or attended? What about the communication that made it successful? What would you do again?

Online Resources

On SkillSoft

- The Manager's Communication Toolbox, by Everett Chasen and Bob Putnam
- The Manager's Communication Handbook, by David Cottrell and Eric Harvey
- Beyond the Babble: Leadership Communication That Drives Results, by Bob Matha and Macy Boehm
- Saying What's Real: 7 Keys to Authentic Communication and Relationship Success, by Susan Cambell
- Messages: The Communications Skills Book, by Matthew McKay, Martha Davis, and Patrick Fanning

Online News Articles

- Business Insider article, "Facebook's HR chief conducted a company-wide study to find its best managers – and 7 behaviors stood out", <http://www.businessinsider.com/facebook-best-managers-exhibit-these-7-behaviors-2016-1>
- Forbes article "The Best Managers – Always – Communicate", <http://www.forbes.com/sites/victorlipman/2016/01/18/the-best-managers-always-communicate/#3c792516b6f44d68a6686b6f>
- Harvard Business Review article, "What Great Managers Do to Engage Employees", <https://hbr.org/2015/04/what-great-managers-do-to-engage-employees>
- The February 2015 Gallup study: <http://www.gallup.com/poll/181895/employee-engagement-reaches-three-year-high.aspx>
- How to Communicate with Employees: The Secrets, and benefits, of effective communication <http://www.inc.com/magazine/20100501/guidebook-how-to-communicate-with-employees.html>

See You Next Time!

- Please fill out the survey 😊
- Resources posted on COP website

