



Making Your Words An Asset Not A Liability: How To Improve What You Say & How You Say It

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Outline & Expectations

- Content covered
- Plan: (lecture, engaging discussion, ask questions throughout)
- Electronics expectations




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Why Is Communication Critical?

- We are all in the people business
- Determines success or failure of individuals and organizations
- 86% of failures at work are linked directly to communication
- Effects physical and mental health





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Overview of Communication

1. Sender
2. Receiver
3. Message & medium
4. Understanding
5. Feedback/checking receipt of message





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Effective Communication

- When the sender sends a message to the receiver and the receiver's understanding is the same as what the sender intended



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Why Is Communication Hard?

- We are smart, intelligent adults who think we are clear
 - Lack of formal training & on-going practice
 - Often blind to our "stuff" and tend to see "issues" in others
- We seek data to confirm our biases & beliefs
- Ego (winning/being right)
- Habits are hardwired & hard to change
- Technology



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Reasons For Miscommunication

- Differences (gender, generation, personality, strengths, preferences)
- Assumptions, expectations & definitions
- Past experiences (filters, bias, beliefs, baggage) & masks
- Emotions & non-verbals
- Timing, medium and location
- Power/rank
- Not checking receipt of the message




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Improving Your Communication



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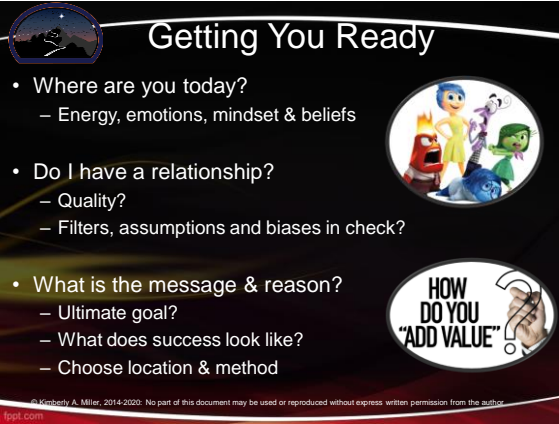
Proactive Preparation

- What are your biggest limitations?
- Feedback or suggestions you have been given? (Have you asked?)
- Triggers? (Do you know how to manage them?)
- When are you at your best?



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Getting You Ready

- Where are you today?
 - Energy, emotions, mindset & beliefs
- Do I have a relationship?
 - Quality?
 - Filters, assumptions and biases in check?
- What is the message & reason?
 - Ultimate goal?
 - What does success look like?
 - Choose location & method

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Have A Back Up Plan

- What if things get off track?
 - Resist the urge to fight
 - Manage your emotions
 - Do you already have good habits?
- Instead:
 - Be curious
 - Listen w/o judgment (look for needs)
 - Explore emotions (paraphrase & repeat back)
 - Create space all can share & be heard




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Asking Better Questions

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Ineffective Use Of Questions

- Statements disguised as questions
 - Is that really your plan?
 - Wouldn't it be better if you just ___?
- Closed questions
 - Are we clear?
 - Don't you agree?
- Cross-examine
 - After all the training you have had, are you telling me this was really the best decision you could make?





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Better Use Of Questions

- Lead with curiosity
 - Offer grace
 - Focus on learning & understanding
- Uncover the belief or need
 - What is in the way?
 - What do they not have?
- Create space to hear the story
 - Ask their view & seek perspective
 - Don't interrupt
 - Silence is your friend

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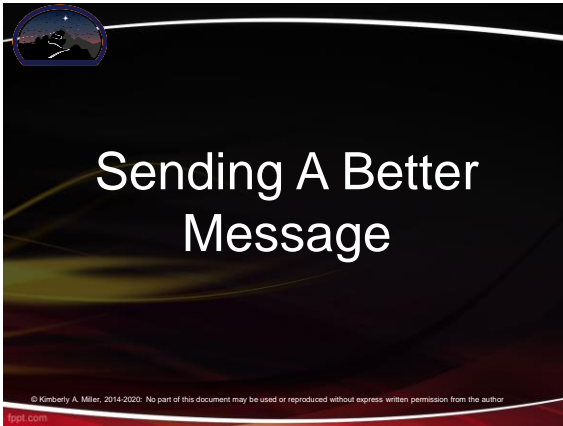
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Examples Of Questions

- What was in the way of making a better choice/decision?
- Describe for me how we can make that change work.
- How did you arrive at that conclusion?
- How does that look/feel from your perspective?
- What's the biggest thing driving your choice?
- Can you give me an example?
- How would we know if that was a success?
- What led up to that choice?
- Tell me about the dynamics of the team that day.
- Describe for me all the variables at play.
- Tell me the story (or take me on the journey) of that decision.
- How would you describe your day today?
- What do you need from me (or the team) at this moment?

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Sending A Better Message

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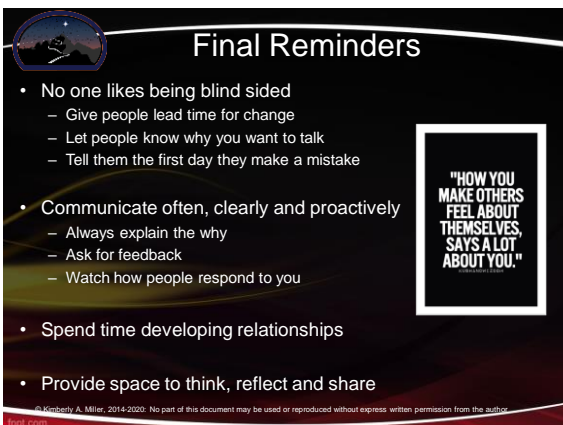
Messaging

- Pick your words well
- Align verbals & non-verbals
 - Manage your "stuff"
- Do you need to apologize?
- Ask for their perspective, feedback or reactions
 - Summarize back (listen for what is not said)
- Check receipt of the message

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

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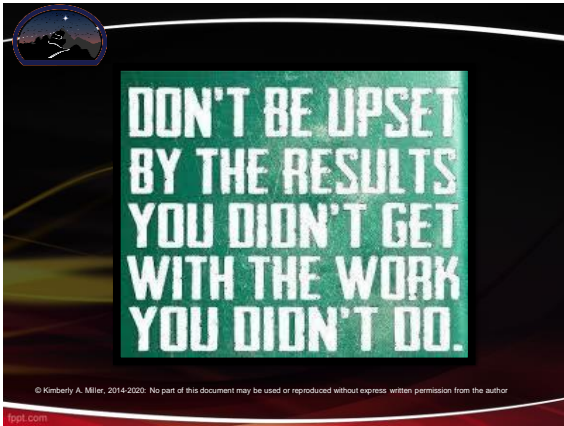
Final Reminders

- No one likes being blind sided
 - Give people lead time for change
 - Let people know why you want to talk
 - Tell them the first day they make a mistake
- Communicate often, clearly and proactively
 - Always explain the why
 - Ask for feedback
 - Watch how people respond to you
- Spend time developing relationships
- Provide space to think, reflect and share

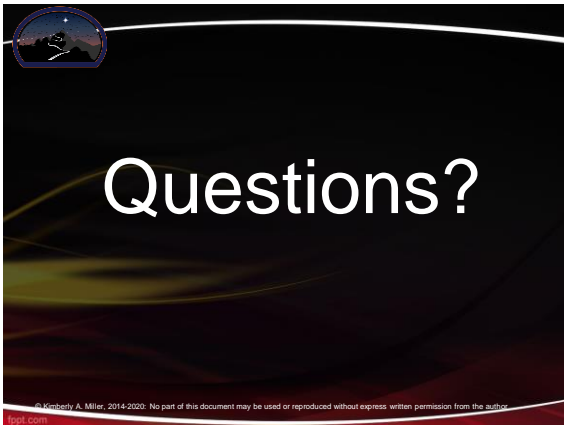
"HOW YOU MAKE OTHERS FEEL ABOUT THEMSELVES, SAYS A LOT ABOUT YOU."

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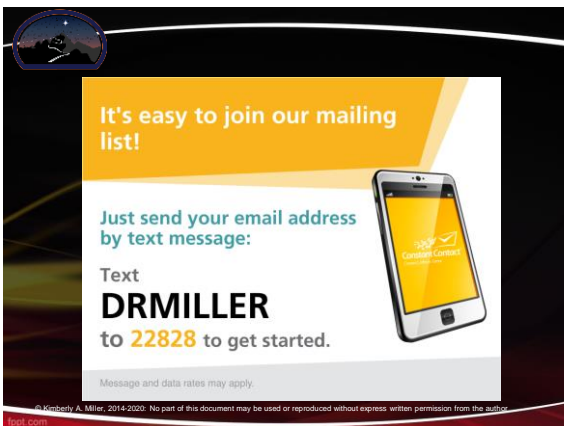
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