

WORKPLACE COMMUNICATION

Good Enough to Great

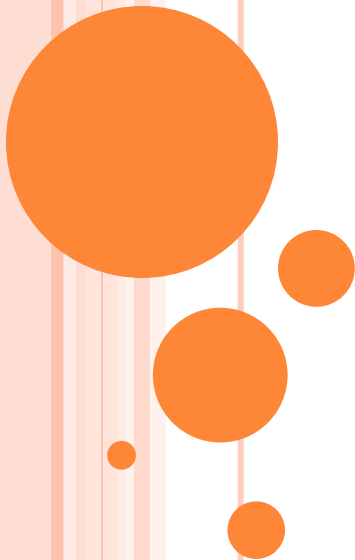
WORKPLACE COMMUNICATION – WHAT DOES IT TAKE TO ENSURE A PROJECT IS FINISHED ON TIME?

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OBJECTIVES

- Understand the high cost of poor communication
- Benefits of successful communication
- Project communication techniques
- Communication Skills for Problem solving



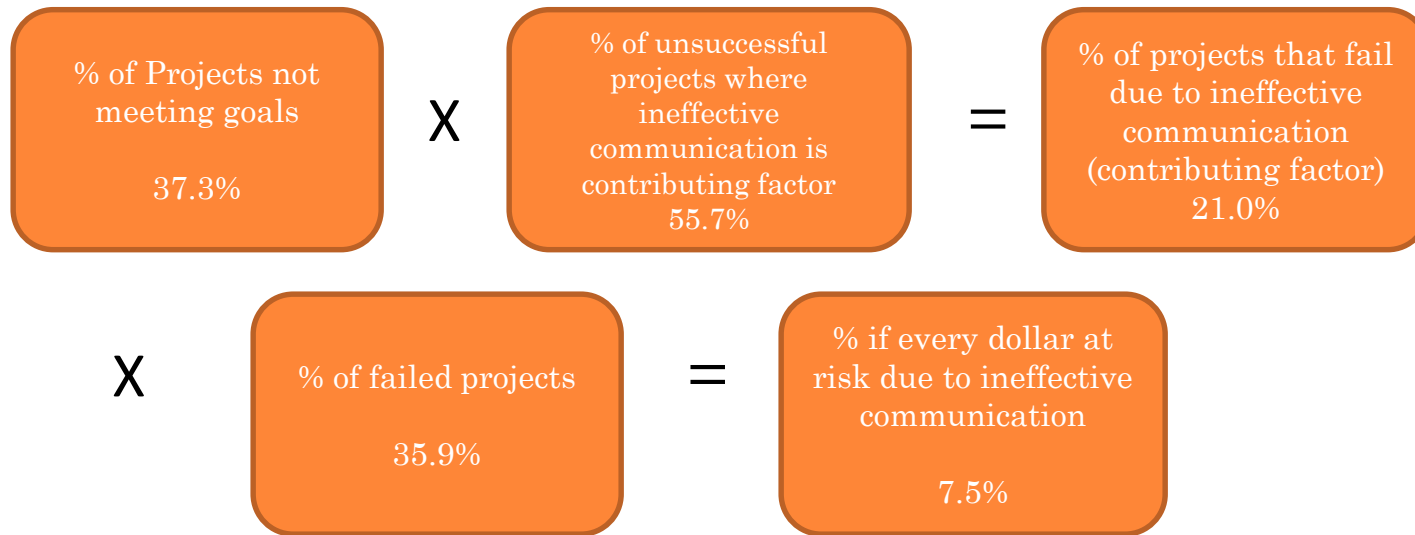
PROJECT PROBLEMS

- What problems occur in project management due to poor communication?
- What does this cost the project?



COST OF POOR COMMUNICATION

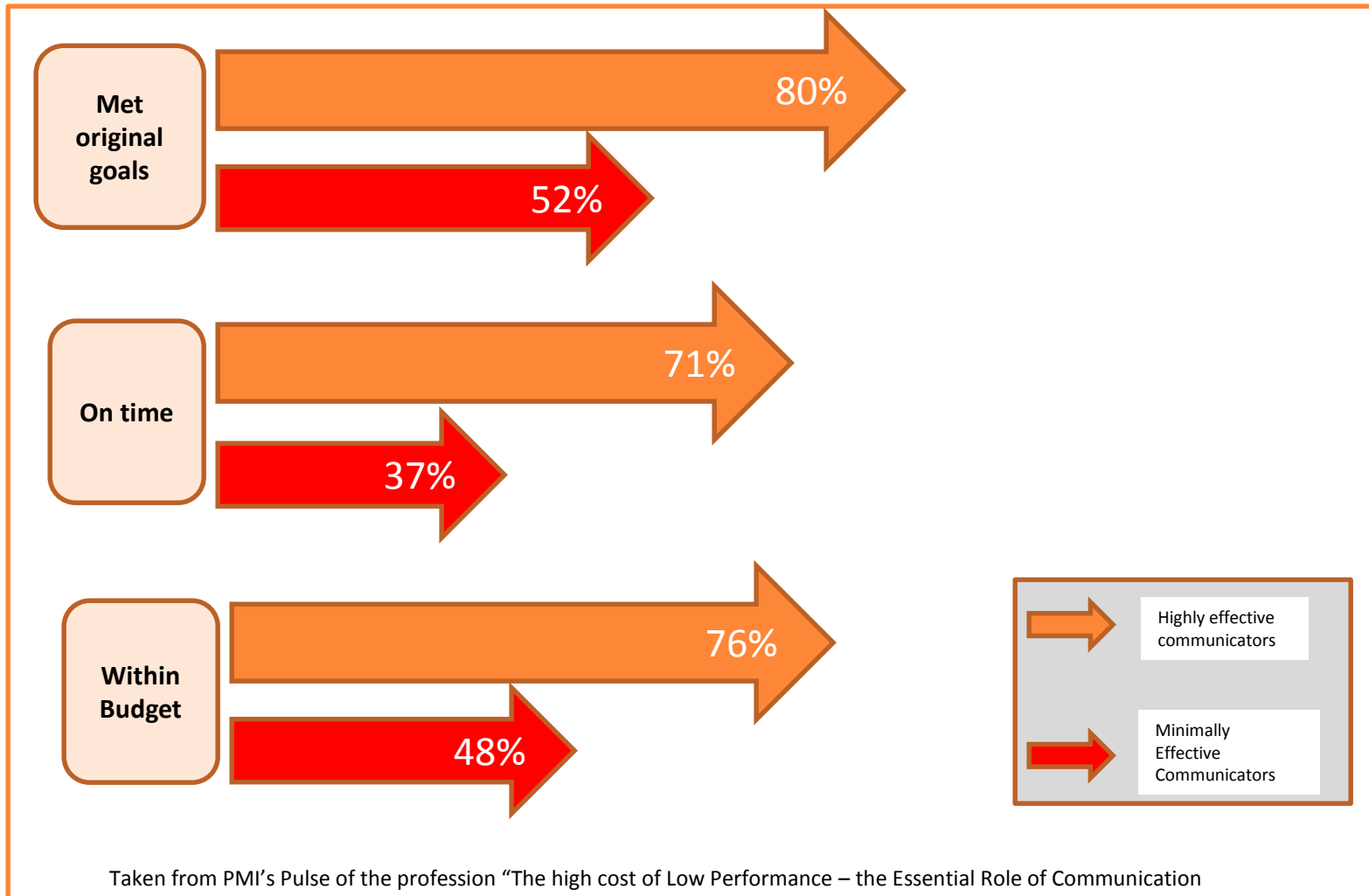
75 Million dollars!



The amount at risk due to poor communication for ever US\$1
BILLION spent on a project



BENEFIT OF SUCCESSFUL COMMUNICATION



COMMUNICATION – KEY TO SUCCESS

- Successful Project Manager = Good Communicator
- Critical to initiate and organize successful project & keep team on task
- Who is on a project team?
- 20/80 rule:
 - 20% time activities to control project
 - 80% on leadership and delivery
- Communication will make or break a project



CLEAR VISION

- Vision implies seeing something
- Excellent way to engage employees
- Help your team understand end result
- Communicate how team hopes to achieve end result
- How can you communicate to see if team is on the same page?

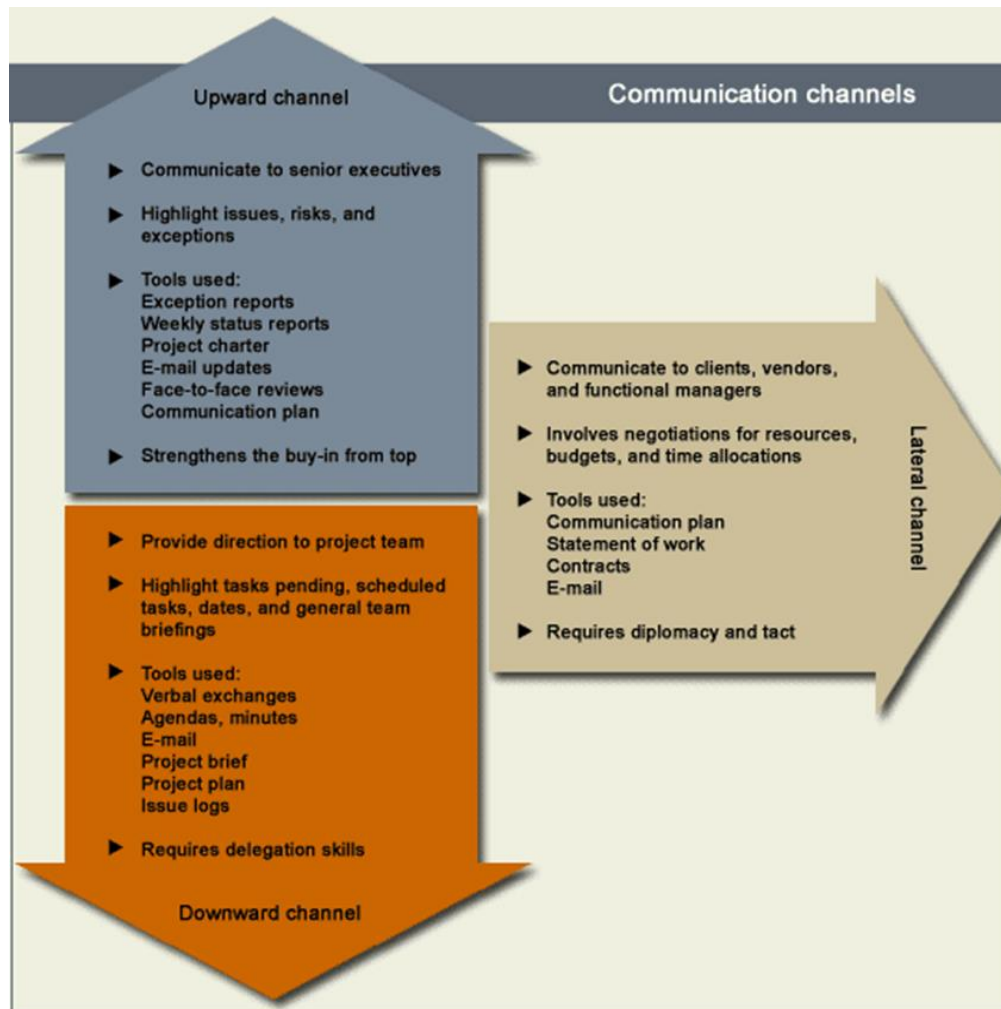


COMMUNICATING PROGRESS

- How do you communicate progress?
- To whom?
- What mediums?
- How often?



COMMUNICATION CHANNELS

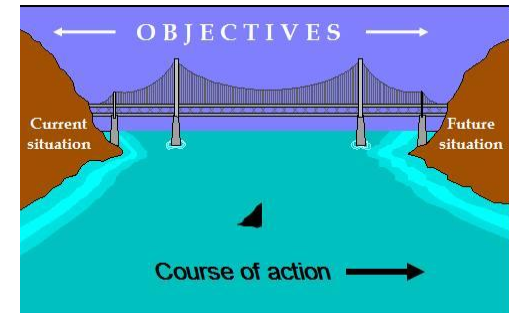


ISSUES THAT ARISE

- What issues arise in this process?

- **Possible problem areas:**

- Different Jargon & Language
- Different groups understand different aspects
- Disconnect between vision and solutions
- Misunderstandings
- How can you best communicate with a diverse group?

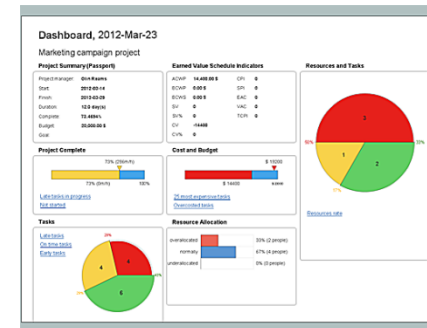


COMMUNICATION SOLUTIONS

- Awareness: People take in information 4 ways
 - Also 4 almost 5 generations in workplace

- Project Management Dashboard

- Use visual communication
- Charts, diagrams, tables, pictures



- RAG – Red, Amber, Green – coding an issue

- Red – stop & deal with it
- Amber – Warning – Get ready to take action
- Green – Okay...keep going

- Way to field questions or two-way communication



WHY TWO-WAY COMMUNICATION?

- Need a volunteer
- What does this tell you about your communication practices?



ACTIVE & PASSIVE COMMUNICATION

○ Active Communication:

- Face-to-face Meetings
- Video conferencing
- Telephone conference call
- Phone

○ Passive Communication:

- Podcast or webcast
- Email
- Intranet bulletin boards
- Website
- Newsletter

Need to mix active and passive methods



ISSUES WITH COMMUNICATION

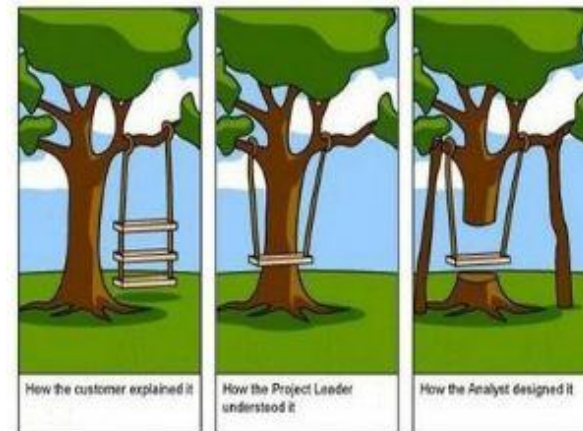
- Understanding Perceptions

- How formed?
- Backpack

- Issues?

- Skills to remedy

- Perception Check
- Feedback loop
- Responsibility for understanding?



WHEN EMOTIONS RUN HIGH

- Body wired against you
- Nuclear reaction – firecracker event
- Think through outcome
- Tone of voice
- Clear expectations



SELF-AWARENESS

Emotional Intelligence Components

	Self	Others
Mindfulness	Stage 1: Self-Awareness <ul style="list-style-type: none">• “Filter”• Consciousness of Ability to Choose Emotions, Beliefs, Behaviors, and Actions	Stage 3: Social Awareness <ul style="list-style-type: none">• Intent versus Impact• Perception Shifting• Understanding others• Organizational and community awareness
Empowerment	Stage 2: Self-Management <ul style="list-style-type: none">• Event+Response=Outcome• Change Beliefs & Behaviors• Choosing Emotions• Deciding and Acting	Stage 4: Relationship Management <ul style="list-style-type: none">• Influence• Conflict Management• Collaboration and cooperation



IMPORTANCE OF LISTENING

- Listening – Biggest factor affecting effective communication
- **Active Listening:**
 - Pay attention
 - Eye contact
 - Put own thought on hold
 - Show listening
 - Minimal encouragers
 - Provide feedback – ask ?s
 - Defer Judgment
 - Respond appropriately and respectfully



SUMMARY

- Understand client needs & communicate to team
- Develop clear plan of action
 - Communicate it with clear expectations & roles
- Manage changes
 - Try to anticipate problems
 - Communicate changes in a timely fashion to team
- Evaluate upon completion
 - What went well
 - Problem solve



SUMMARY

- Questions and Answers
- Newsletter
- Drawing for free coaching session

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