

The Good, the Bad, and the Funny

Communication
at the
Workplace

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Essential


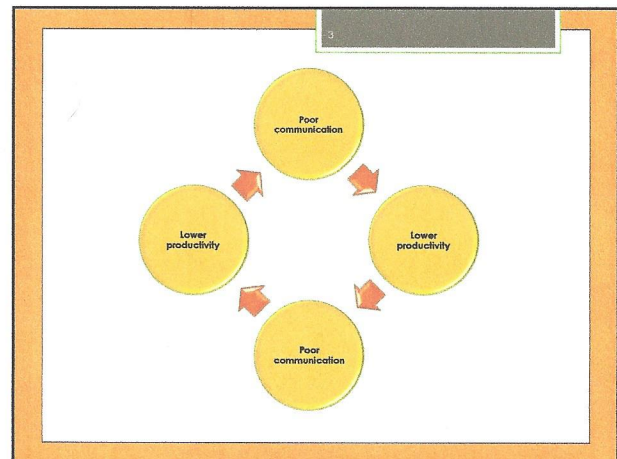
Builders
Exchange
Network
January 21,
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Why? Why? Why?

Important to your success

How so?

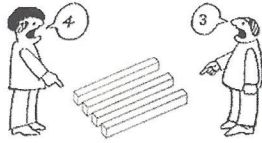
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Perception

Our perceptions are influenced by:

- **Self Perception**— e.g. how we see ourselves, education, our opinions
- **Physical elements** — what information your eye or ear can actually take in, how your brain processes it.
- **Environmental elements** — what information is out there to receive, its context.
- **Learned elements** — personality, habit: what filters we use to select what we take in and how we react to it.
- **Cultural** — different from environmental, can even differ from city to city

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Dispelling misperceptions opens lines of communication and is the first step to building trust.

Barriers to Communication



Environmental

- Surroundings aren't good
- Physical discomfort
- Visual distractions
- Interruptions
- Noise
- Choose the best place for the discussion
- Schedule/plan for interruption and distraction free conversation
- Unleash from the electronics

Verbal

- Speaking too quickly, not clearly
- Slang, jargon, acronyms
- Interpretation of figures of speech (ASAP, "moved the meeting" "whenever" etc.)
- Plan for the discussion
- Ask questions – including "Why"
- Repeat received information for understanding

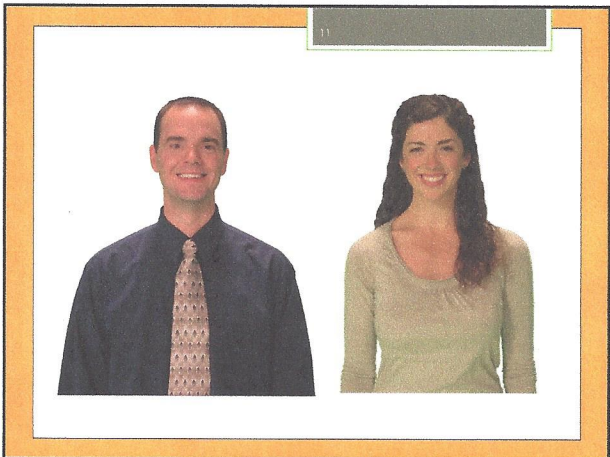
Interpersonal

- The relationship(i.e. previous issues, (Supervisor/Subordinate etc.)
- Perceptions and assumptions of the person
- Trigger phrases
- Biases (gender, race...)
- Introvert/extrovert, open/reserved, analytical/intuitive
- Focus on the details of the situation
- Become aware of potential biases
- Consider and dispel perceptions
- Be flexible to repeat for understanding
- Adjust to the "needs" of that personality type


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Non-verbal


- Facial expressions
- Body language
- Vocal tone
(Confusion usually comes from tone not matching what's being said)
- Pay close attention: vocal responses and appearance may bely confusion
- Help clarify for recipient




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Personal Differences



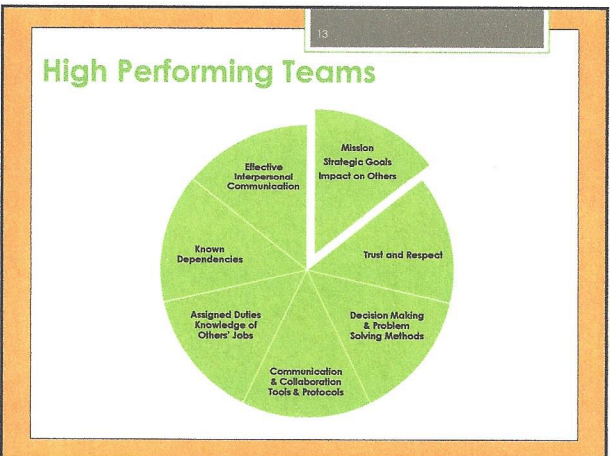
Personal Pressures



Organizational Pressure



Organizational Changes

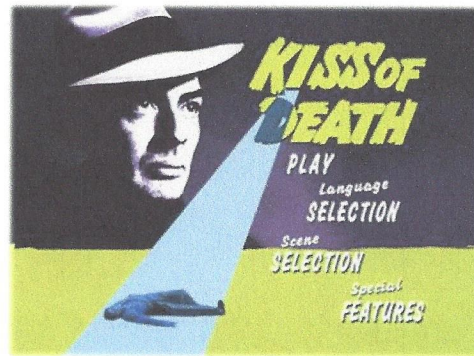


High Performing Teams:

Managing Conflict through feedback

Without effective feedback...

- Opportunities to learn and develop as individuals and teams will be missed. Team trust takes a hit.
- Likelihood of positive change is minimized.....a person may remain unaware of a performance problem.
- Barriers to high team performance can develop; relationships can suffer.
- At best, status quo will be maintained. At worst, the small issues can grow into large ones.



"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Maya Angelou 1928-2014



Laughter...oh so motivating!



Psychological Benefits of Humor

- Gives us a sense of power
- Helps us cope
- Helps establish communication and rapport
- Relieves tension
- Increases learning and retention

Inappropriate Forms of Workplace Humor

Some forms of humor are never acceptable in the workplace:

- Sexual references
- Religious references
- Remarks made to race or ethnicity
- Stereotypes on age, gender, or social status
- Physical appearances and attributes
- References made to weight
- Remarks about disabilities or physical limitations

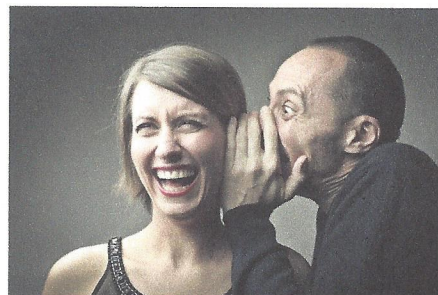
Appropriate Forms of Workplace Humor

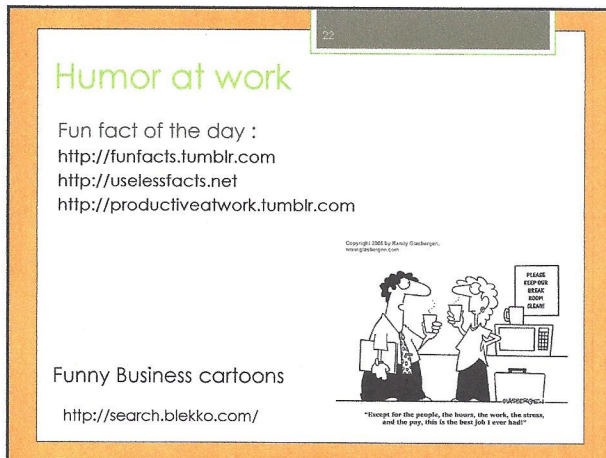
Appropriate forms of workplace humor include:

- Self-related jokes
- Remarks in reference to workplace issues such as a merger, difficult customers, etc.
- Personal characteristics in low-ego areas



Laughter is, and will always be, the best medicine





I'm always happy to talk with you about improving communication at your workplace!

Just give me a call at (480) 726-9833 or send an email to Stephanie@hressential.com.

Seminars - Workshops – Consulting

Did we mention Fun?