

The background features a teal-to-blue gradient with various circular and semi-circular patterns. On the left side, there is a large circular scale with numerical markings from 140 to 260 in increments of 10. Several smaller circles and arcs are scattered across the background, some with arrows indicating direction. The overall aesthetic is clean and professional.

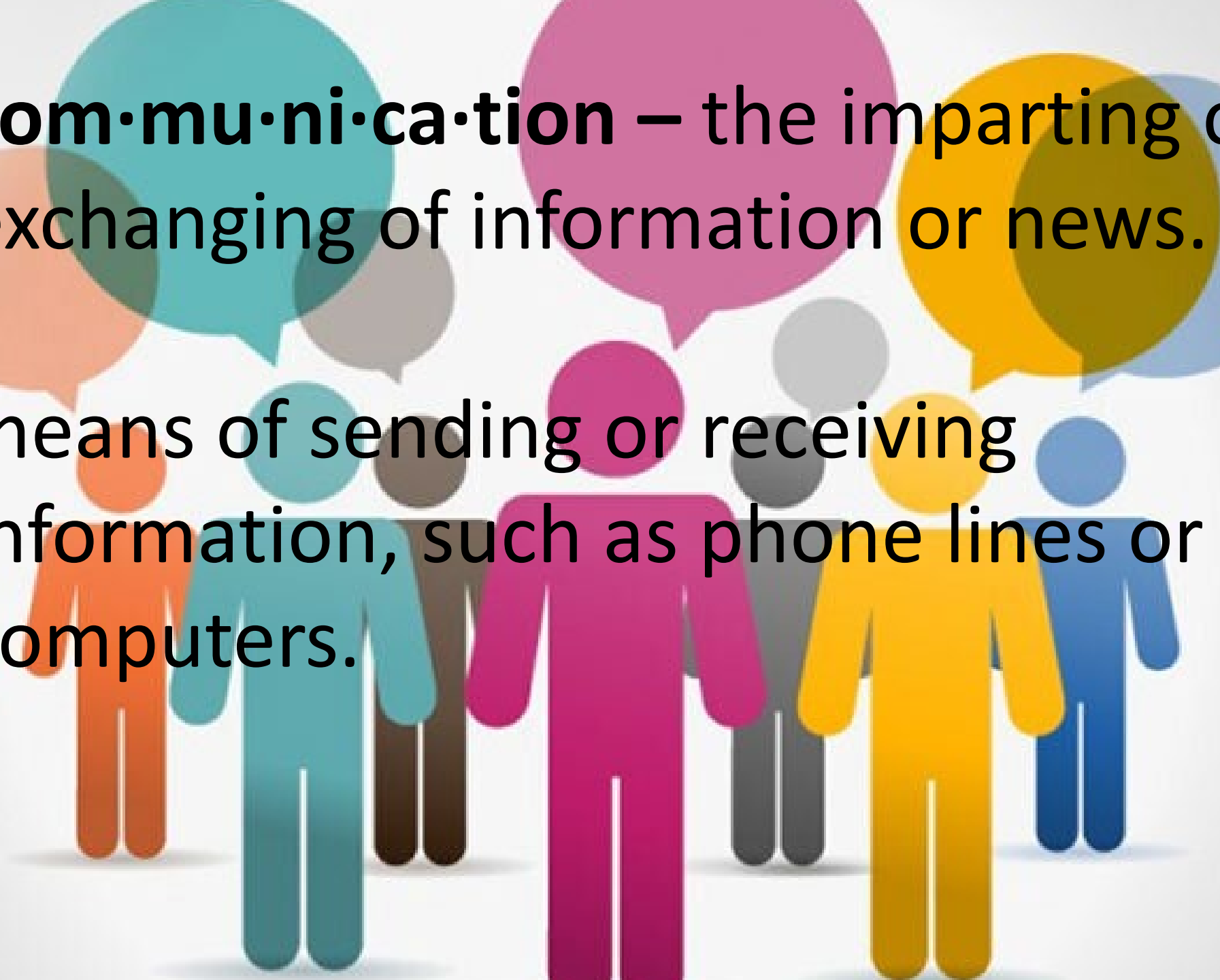
COMMUNICATING PROFESSIONALLY

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com·mu·ni·ca·tion – the imparting or exchanging of information or news.

means of sending or receiving information, such as phone lines or computers.



HOW DO YOU COMMUNICATE?

Good Communication

- Active Listening
- Adaptation of communication style to the listener
- Empathy and Respect
- Clarity
- Exchange of constructive feedback
- Accurately understanding non-verbal messages

Bad Communication

- Lack of attention
- Interrupting
- Assuming you already know the answers or responses to questions and or situations
- Asking for permission when you shouldn't
- Lack of accountability

THE 55/38/7 FORMULA

Some of you may have heard that 90% of communication is non-verbal. This statistic was completely fabricated. Albert Mehrabian broke down the face to face conversation components at 55% nonverbal, 38% vocal, and 7% words only.

- Your presence says more than you think!
- Written communication leaves significant room for interpretation!
- These truths can either hurt or help you depending on the way you use them...

HOW DOES GOOD COMMUNICATION MAKE OUR JOBS EASIER?

Raises comprehension of the message being delivered.

Save time and resources.

Reduce stress.

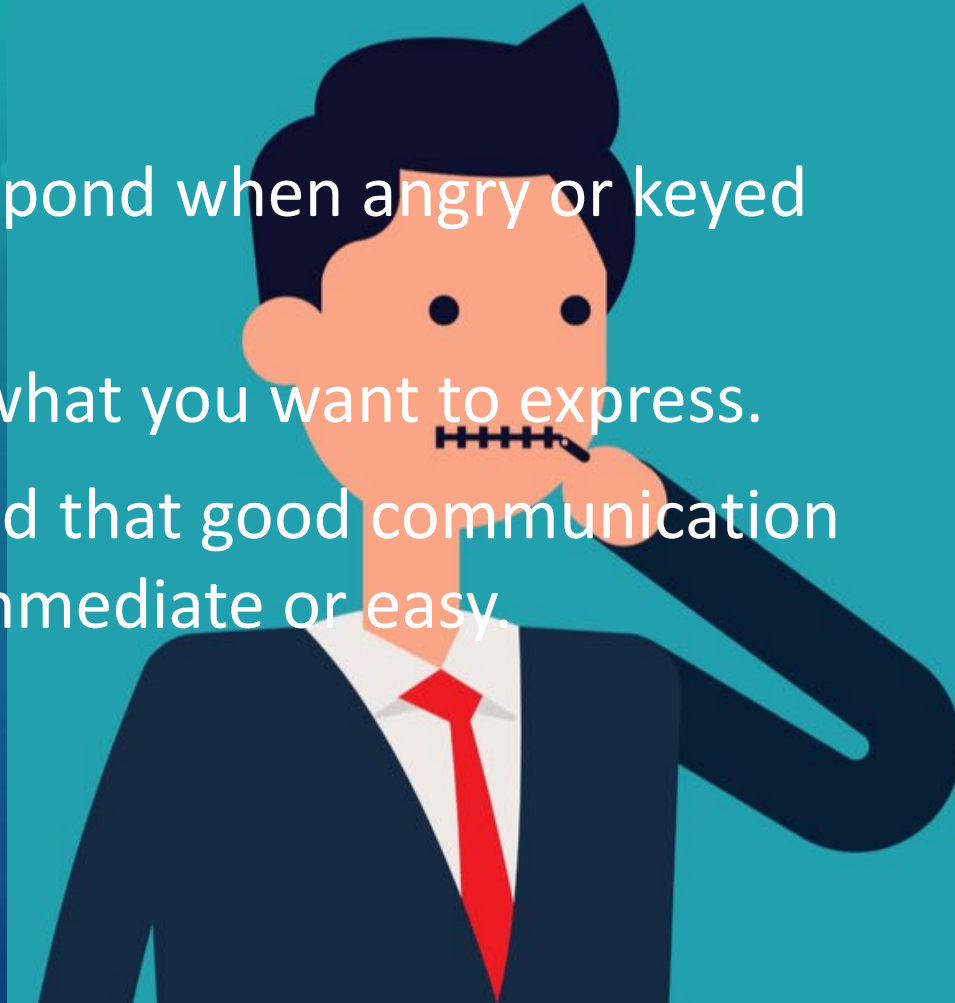
Improved productivity.

Better collaboration.



TAKE THE TIME

- Do not respond when angry or keyed up.
- Consider what you want to express.
- Understand that good communication is rarely immediate or easy.



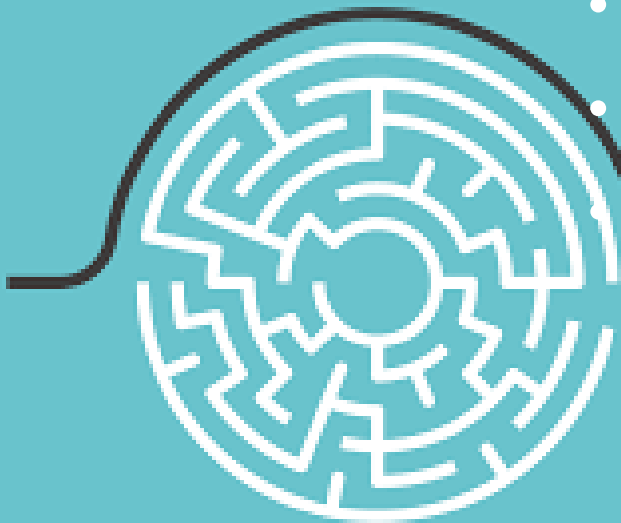
CONSIDER YOUR PURPOSE

- Why are you communicating
- Who is the recipient
- What is the objective
- What action do you want to set into motion
- Would a specific mode of communication lend itself to accomplishing your goal
- If you are not sure, ask someone else for their perspective



KEEP IT SIMPLE SILLY

- We are all busy, do not make it difficult to figure out what you need.
- Lead with the main point(s)
- Follow with necessary details
- Work to avoid condescending
- Clear simple phrasing is best
- Revisit the main point at the end of a message if necessary to make a point solid



PRACTICE, PRACTICE, PRACTICE

- Few are naturally good at things from the get-go
- Experiment: pay attention to how your structure whether formal or informal impact your results.
- Be deliberate, and honest with yourself! Reflect on what works well and what doesn't.

SEEK FEEDBACK

- Ask how you did, are doing, could do better
 - Preferably from a trusted source:
 - What is one thing I could do better?
 - What is one thing I should stop?
 - What is one skill I should work on to improve?
- Record yourself *cringe*
 - Do you have a raging case of RBF?

← Thread

 **fran**
@galacticidiots

Some people have resting [REDACTED] face, Adam Driver has resting 'Professor of Theology listening to his students present a report on religious symbolism in medieval art that they copied off of Wikipedia' face

 **adam pictures** @driverpictures · Jun 6, 2020



10:08 AM · Jun 6, 2020

622 Retweets 69 Quotes 2,509 Likes 114 Bookmarks

WORK ON YOUR GOOD LISTENING SKILLS

- Good listening skills will allow others to feel heard and therefore improve your communication.
- Do not interrupt.
- Stay focused.
- Ask all of the questions.
- Assume you do not have all of the information or answers.
- Get comfortable saying nothing.
- Pay attention to their inflection and body language.

Did you even read my email?

Reattaching my email to provide further clarity.



Stop disrespecting me!

Our effectiveness would benefit from a greater level of respect and professionalism than what I currently feel is being displayed.

What you're saying does not make sense.

We seem to have different understanding on this. Would you elaborate on your thought process here?

This is not my problem.

I would recommend addressing this issue with [name] as they are the expert on this.

Do your job.

It is my understanding that you are the appropriate person to contact in regards to this, however, if someone else is better equipped please let me know.

I assumed...

My understanding was...



No.

I am currently committed to something else. Would you like me to undertake this at [date], or would you like to alleviate me of another task?

This is unfortunately not possible. What are our other options?

Answer my emails!

If there is a better way to get into contact with you please let me know as I am hoping to have this resolved as soon as possible.

I already sent this to you!

I previously sent you an email regarding that. Please let me know if you did not receive it.