



Say Less,
Mean More



AGENDA



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Introduction

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Purpose of
Communication

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Challenges of
Communication

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Purpose of Communication



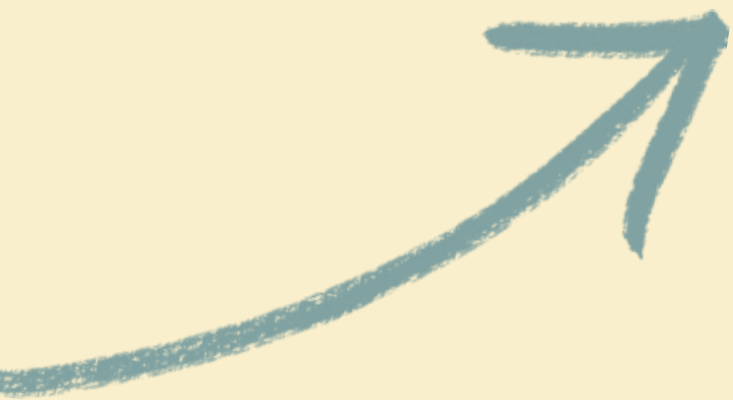
Purposeful Communication

SHARE	Persuade, Influence, Entertain
Build	Relationships, Connections
Create	Understanding, Empathy
Solve	Problems and Accomplish Goals



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Why is Communicating so
hard?



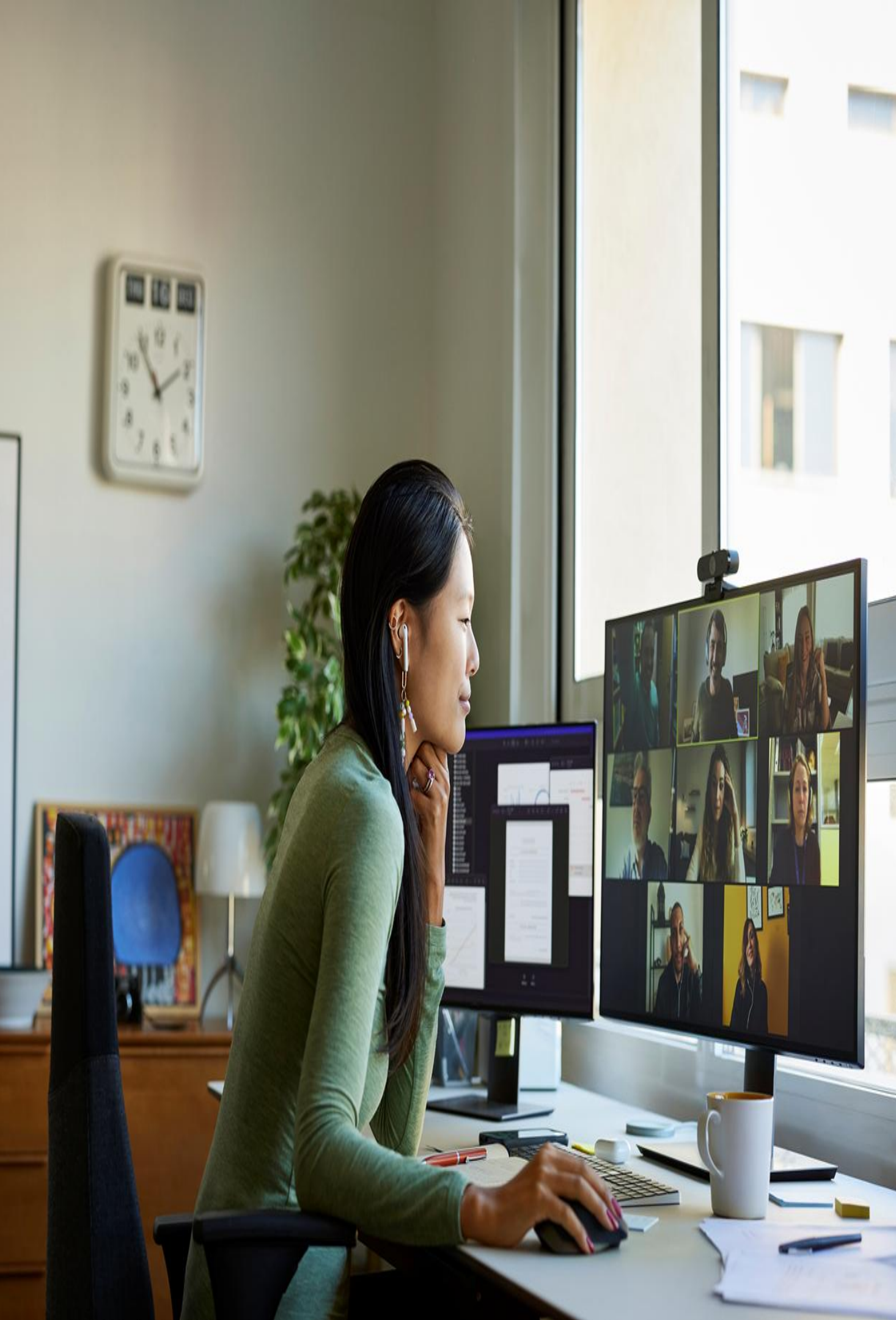
Psychology of Avoidance



People attempt to steer away from situations, thoughts, emotions, people, or conversations that feel uncomfortable

Causes:

- Fear of rejection
- Imposter Syndrome
- Perfectionism
- Low Trust Equity

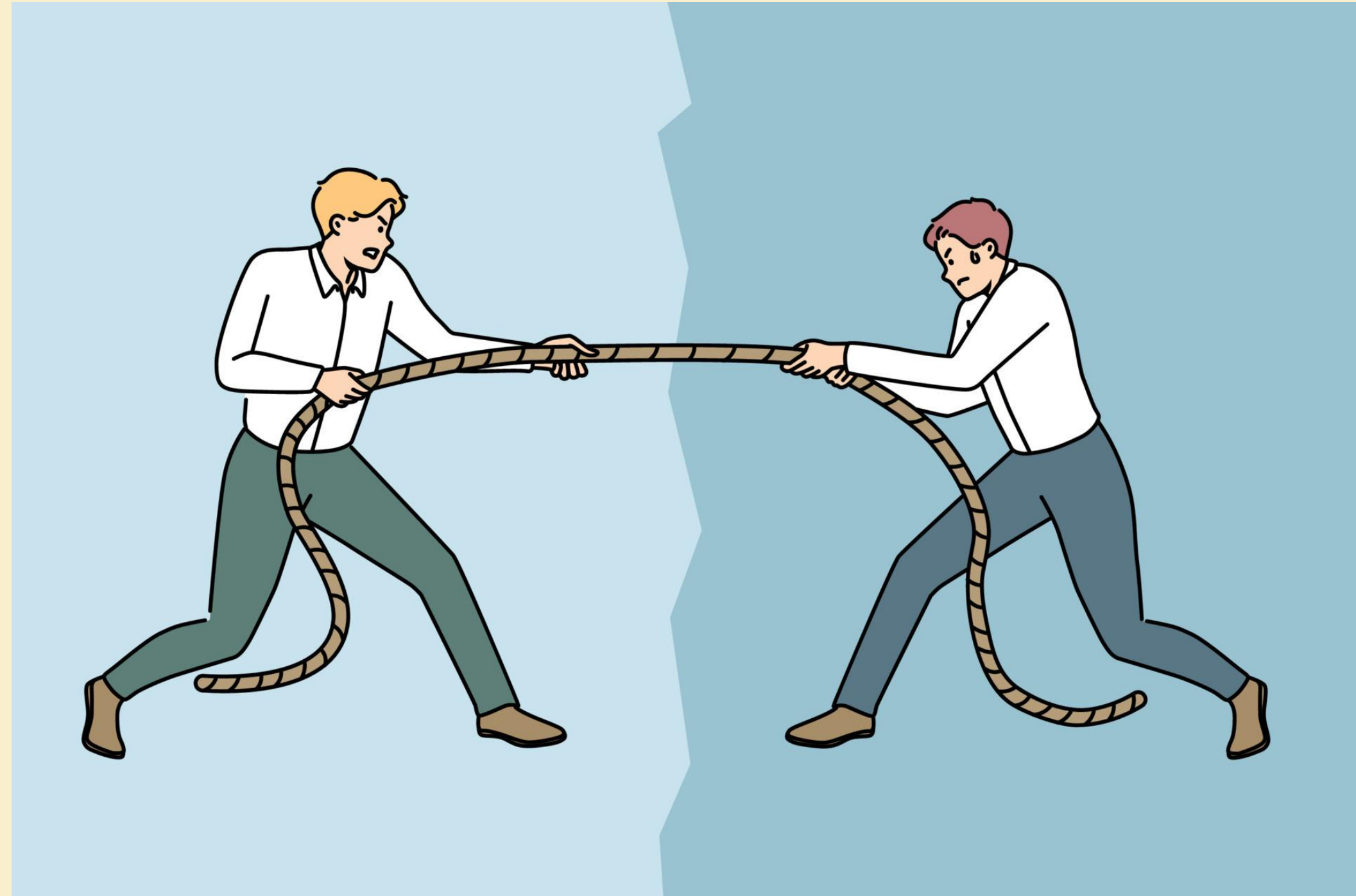


Communication Challenges

- Generations
- Gender
- Electronic vs. in-person
- Culture
- Neurodivergent

Are Expectations Aligned?

1. What are your expectations for your team members and department?
2. How do you communicate those expectations?
3. How does your expectations align with company policy and procedure?
4. Do you trust your team to follow your expectations?



Unclear Expectations and Communication Results in...

- Reduced Productivity
- Low Morale and Engagement
- Increased Conflict and Stress
- Distrust and Poor Leadership
- Diminished opportunities for Success



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Strategies

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Active Listening
and a Gentle
Startup

Say Less, Mean More

- Identify the most important point
- Lead with the main point- the “what”
- Be direct; use an active voice
- Awareness of communication challenges
- 80/20 Rule

Behavior

Feeling

Tangible
Effect

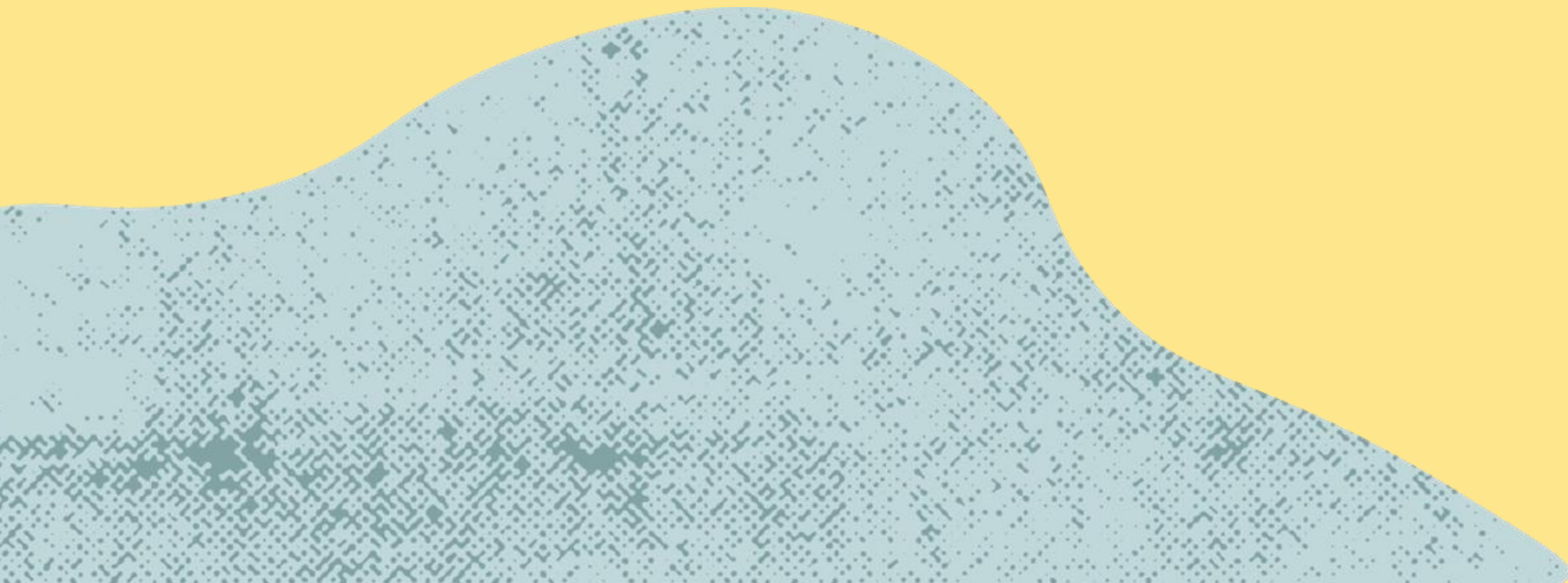


Active Listening and a Gentle Startup

1. Choose the Correct Environment
2. Observe Verbals and Non-Verbals
3. Power of the Pause
4. Reflect, Paraphrase, Summarize, Clarify
5. Assume Good Intent- "Generous"
6. Power of a Question



Practice

- Think of a concern, issue your team is currently dealing with
 - Create a plan → What is the MOST important issue you want to address?
 - What barriers might you face? How will you address them?
 - How can you ensure you are concise with your expectations and feedback? (Do you know what your expectations are? Do they align with company policy?)
 - How can you create a gentle startup to approach your team?
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