



BREAKING DOWN THE WORKPLACE SILOS

TECH | CSR | MARKETING

Let's Talk About... Communication

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Input

Maximizer

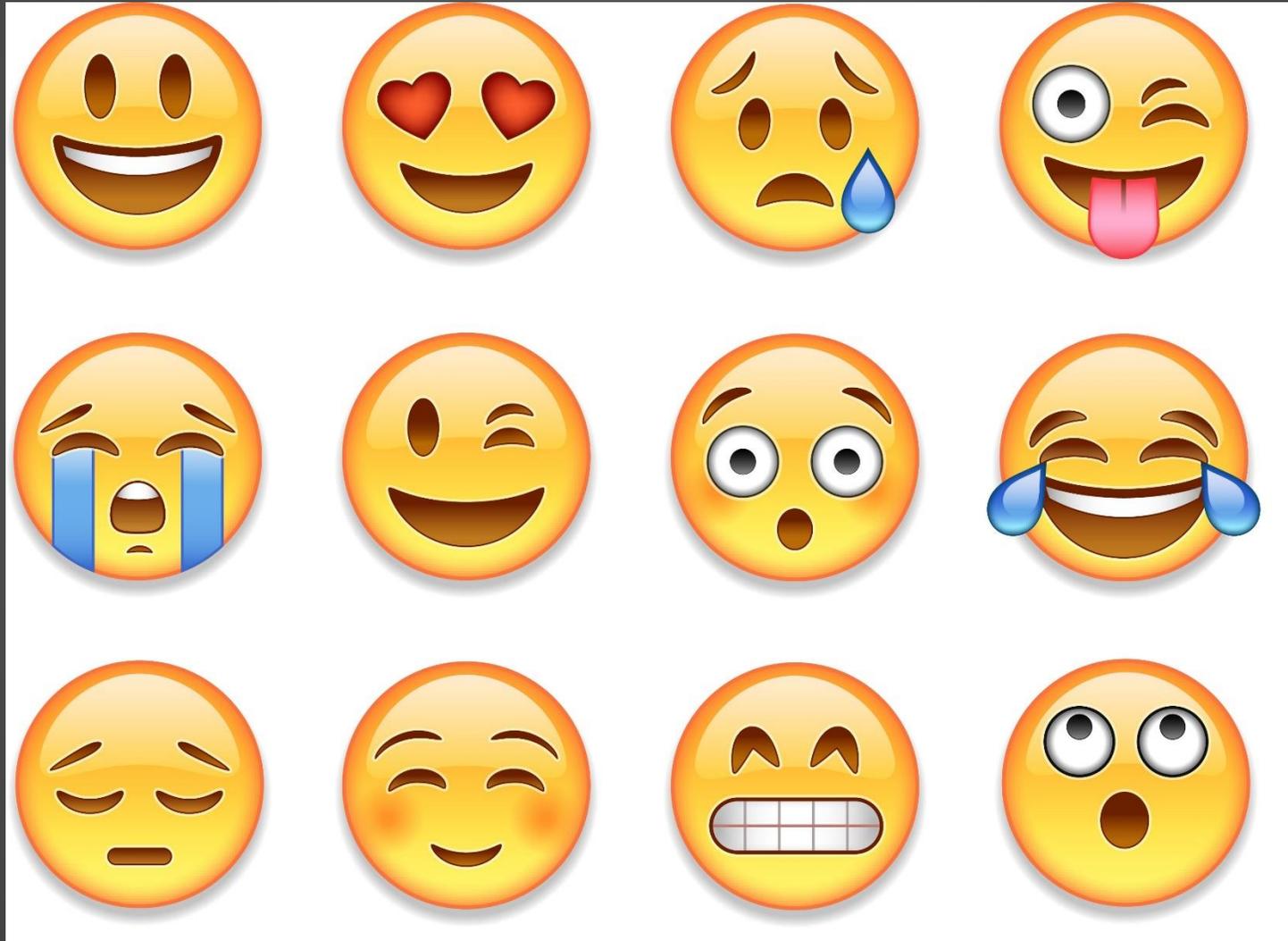
Arranger

WOO

Learner

Get Your Mind Right...

# To Talk About Feelings



# Classic Miscommunication

Messages (4)

Mom

Edit

I've got to tell you something. Are you sitting down?

I am actually. What's up mom?

Your brother was adopted!

What??? What are you talking about?

Why are you telling me this over a text? Call me

Oh this damn phone. I wrote accepted and the phone changed it. He got accepted to Yale!

Your great aunt just passed away. LOL"

Why is that funny?

It's not funny David! Wht do you mean?

Mom lol means laughing out loud!

Ohmy goodness!! I sent that to everyone I thought it meant lots of love. I have to call everyone back oh god

Hey mate my names Mario, just wanted to know if I could come and take a look at the car you have for sale ? After 5pm is good for me, when r u available? Cheers

I should be should be available after 6 tomorrow

19/10/2011 9:31 PM

Good night beautiful can not wait to have u in my arms love n miss u heaps  
XOXOX

Look man I'm just interested in the car.

Messages

In Case Of Em...

Edit

Love u

How's the morning sickness?

Not too bad today. I can't believe that we're having another baby :)

I'm leaving you

WHAT???!!!!!!!!

now. I'm leaving work NOW. I am NOT leaving you!

Now I'm really gonna throw up

This is a true story







# In Groups

- Group 1: Describe the feelings of the mom
  - How did those feelings influence her communication?
- Group 2: Describe the feelings of the son
  - How did those feelings influence his communication?

# Common Communication Challenges

- ❖ Poorly Written Communication
- ❖ Lack of Interest or Motivation
- ❖ Lack of Communication
- ❖ Lack of Feedback
- ❖ Misinterpretations and Assumptions
- ❖ Relay of Information is Disrupted
- ❖ Lack of Follow-Thru
  
- ❖ We React Instead of Respond
- ❖ Tone
- ❖ Ego and Attitude

Can We Change Our Feelings?

Can We Change Our Feelings  
*Quickly?*





Yes, But...

# Questions

- What are your feelings?
- Describe the energy.
- Do you feel supported?
- Are you excited about the possibilities?

Yes, And...

# Questions

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# Reality Check

Communication Challenges Will Still Happen

And Our Expectations may be like...





Focus On You

Control the Controllables

How Do We Make That...  
*Actionable*





Model  
The  
Behavior



QTIP

Quit  
Taking  
It  
Personal



**SOAP**



Keep It Clean

# Take-Aways

**Emotion Has Powerful Influence on Communication**

**Control the Controllables**

**Be Intentional - Focus on You**

**Mirror**

**QTIP**

**Soap**





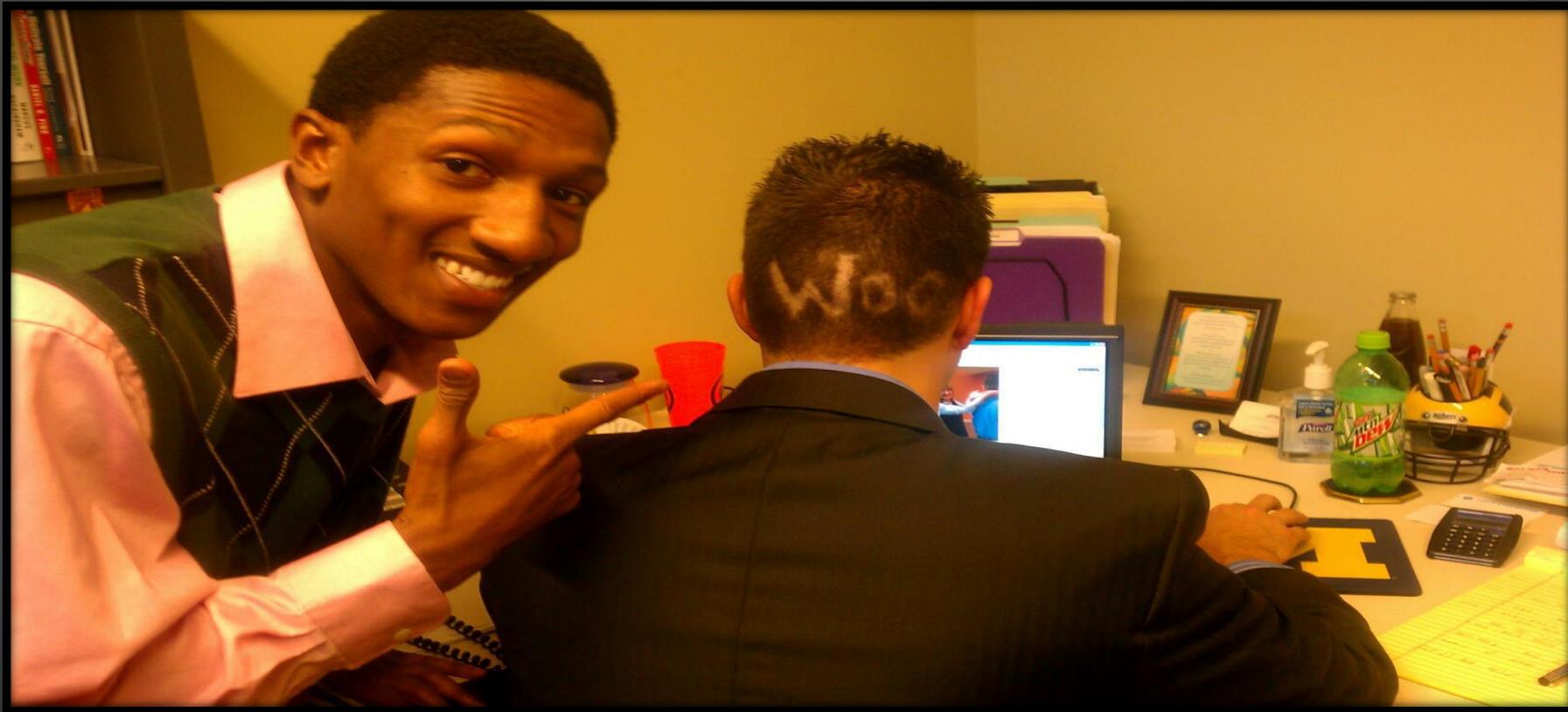
LET'S CONNECT! #WOO



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THANK YOU!