

“Building Collaboration in a Multi-generational Workforce”

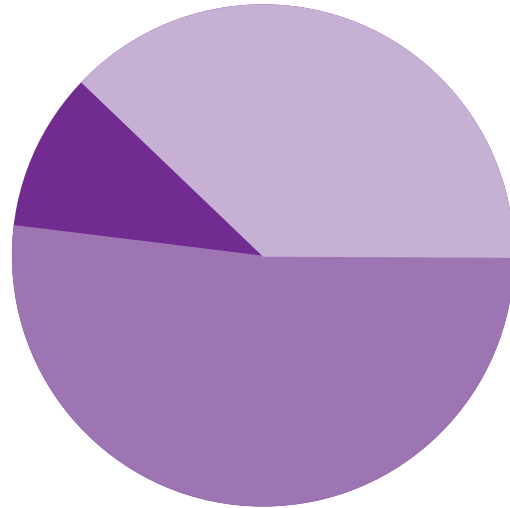
Presented by Jan Spence

COMMUNICATION WHEEL

1.

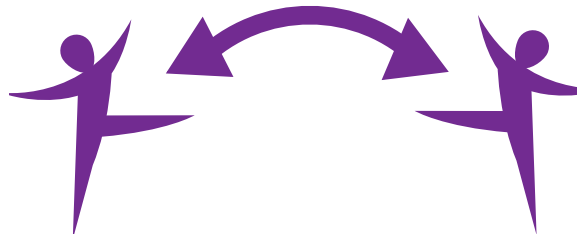
2.

3.



FIVE SPECIAL PEOPLE

ARC:



1. Agree on A

2. Agree on R

3. Agree on C

PET COMMUNICATION TIPS!

PHONE - *Is this the best communication method for this issue?*

- Prepare what you want to say before you make the call so that you leave a concise voicemail message with a clear “call to action” and time frame.
- If you find yourself rambling on a voicemail, stop and re-record with a more concise message.
- Don’t be too concise by just leaving “It’s Juan. Call me.” Give the reason for calling.
- Repeat your phone number slowly and repeat it twice. Don’t assume that the person has you on speed dial.
- Avoid “phone tag” by stating your availability (a window of time) to receive the return call.

EMAIL - *Be like a reporter – Who? What? Where? When? Why? How?*

- Use spell-check; it’s there for a reason!
- Avoid using ALL CAPITALS; avoid overuse of words like “URGENT!” or “IMPORTANT!”; avoid overuse of punctuation!!!! Or emoticons :) ;P!
- Always reread your email before sending. Did you follow the ARC method? Is all of the information included for the recipient to send a thorough reply?
- Use “CC” feature when appropriate, but think carefully about who should be included.
- Be cautious of using “Reply to All” when only one or two people are in need of a response. Know when to start a new email thread when a subject has changed.
- Be concise and to the point. Determine if email is the appropriate communication method or does this warrant a phone call, Skype or text?
- Include a “call to action” – what would you like the reader to do based on this email?
- Use bullet points and separate paragraphs to make reading a longer email easier.

TEXT – *Is this the best method of communication for this issue?*

- Use this for short pieces of information that need to be delivered quickly.
- In most cases, a text will interrupt the person you are sending it to, so is this message urgent? Would an email be sufficient?
- Remember to sign your text message with your name as not everyone will have your phone number in their contact list.
- Even though casual text messaging language often uses “short cut” phrases, are you being professional in your approach?
- Are you clear in your request and the time frame needed for a response?
- Did you give enough information in the text for someone to respond thoroughly?
- Don’t send a text after you’ve left a voice message, unless it’s urgent. Consider that you’ve already interrupted them once already!
- Double-check grammar if you are using a voice-to-text feature to make sure the message was typed correctly.