"Building Collaboration in a Multi-generational Workforce"

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COMMUNICATION WHEEL

1. Agree on A
2. Agree on R
3. Agree on C

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.

• 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.