



What everyone ought to know about

WORKPLACE COMMUNICATION

Includes:

48 Minute MP3, Fully Edited
Transcript, 21 page Fast Action
Workbook, 15 minute Follow Up,
Practice Phone Call

wake up
eager!



One work relationship I would like to improve is with this person:

(Name)

1. In a few sentences describe the situation: (Job, Environment, Work History together)
2. Describe how this person usually behaves when interacting with you: (Hostile? Apathetic? Evasive? What?)
3. Describe what you think might be this person's view of the problem?
4. If this person offered a solution to improve the situation what would he/she say?
5. Here's what has been done so far to improve the situation:

=====

(To Be Answered Later on in the Workshop...Leave Blank for Now.)

What I've discovered I could do better to improve the situation:

Here's the actions I plan to take...



Communication - Self Assessment

Rate Yourself: 1-Not much 2-Sometimes 3- All the time

<u>Statement</u>	<u>Self</u>			<u>Other</u>		
I listen more than I talk.	1	2		1	2	3
I solicit input from others and listen without interrupting.	1	2	3	1	2	3
I'm an attentive and observant listener.	1	2	3	1	2	3
I appreciate more than I complain.	1	2	3	1	2	3
I recognize and appreciate others in positive and sincere ways.	1	2	3	1	2	3
I am seen as approachable by others	1	2	3	1	2	3
I respect others' point of view and maintain a positive relationship regardless of differences of opinion.	1	2	3	1	2	3
I address problems and concerns that I have with others by initiating conversations in a calm and direct manner.	1	2	3	1	2	3



Me as Communicator

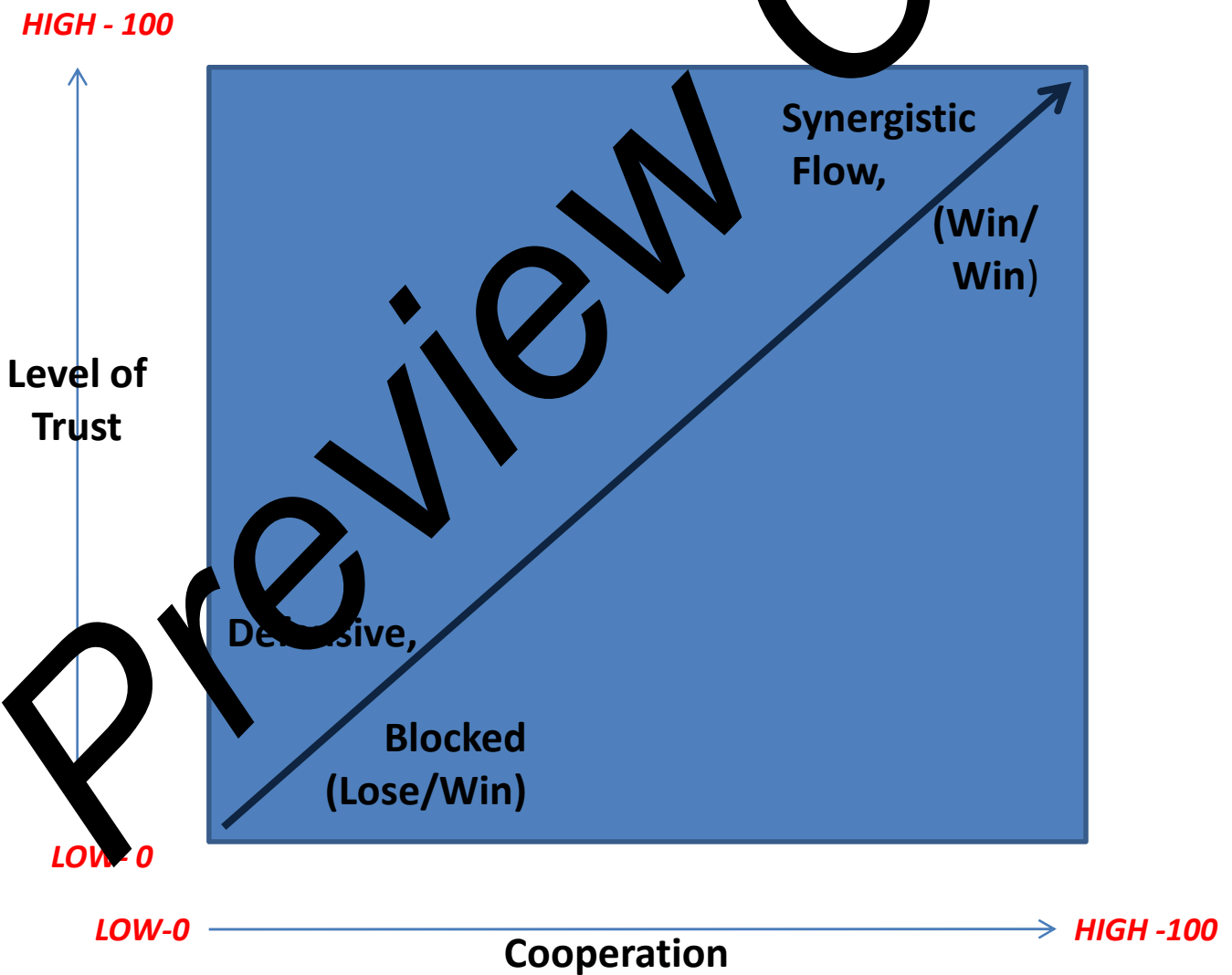
- My Communication Strengths:

- My Communication Development Opportunity:

- This is what I want to accomplish with this audio workshop - my intention for my participation in this program is:



Effectiveness = Trust & Cooperation





Four Crucial Leadership Skills: C. A. L. L.

1. **Cultivate a Positive Sense of Self in Others:** *The ability to sustain or build self-confidence in others.*
2. **Address Problems Quickly by Focusing on Behaviors and Facts:** *The ability to quickly, specifically and factually discuss each team member's performance.*
3. **Lead by Inviting Input and Participation:** *The ability to improve connection, personal rapport and commitment by inviting participation and exchange of information and opinions.*
4. **Listen Aggressively:** *To hear with determination and energetic pursuit, demonstrating a desire to understand.*

For More information, See this mini-workshop:
Four Skills that Make or Break All Leaders

<http://www.pricelessprofessional.com/what-is-communication.html>



High Trust: SYNERGISTIC: FLOW

Listen Aggressively

- *"Let me see if I understand.."*
- *"Tell me more..."*
- *"I understand..."*
- Open to discuss and disagree
- Relationship Strengthened

Debate

- *"Yes, but..."*
- *"You don't understand..."*
- *"Just listen to me for a minute..."*
- Frustration
- Relationship Damaged

Low Trust: DEFENSIVE: BLOCKED



Effective Conversations

W.P.S.A.

W.

- Warm Start

P.

- Problem. Facts. Your view?

S.

- Solutions? Your view?

A.

- Agree. Next steps.



W.

• Warm Start.

Focus:

Make the conversation as comfortable as possible given the circumstance.

Characteristics:

- Be Sincere and Real
- Be Specific
- Express what's right about this person, situation
- If the situation is super tense: at a minimum take the scowl off your face and offer warm eye contact, a firm handshake and calm demeanor.



P.

• Problem

Focus:

State and Get Agreement on the facts.
Plan what you say in advance.
There are two steps.

Characteristics:

- Step 1 - You share your view of the facts, what you've seen and heard.
 - Be succinct, be direct
 - Do not ramble.
- Step 2 - Ask: What do you think about this?
 - Listen Aggressive – to understand. No, “Yea, but...” Just listen & ask questions.
 - Breathe!



S.

• Solutions

Focus:

Only move to solutions after you've both come to some agreement about the facts.
Let the other person start first.

Characteristics:

- **Step 1:** Ask, "What ideas do you have?"

- Questions to use:

- "Tell me more."

- "How would that help?"

- "What obstacles (or problems) would this create or cause?"

- "Do you have any additional ideas?"

- Breathe!

- **Step 2:** Share your ideas after the other person shares

- **Step 3:** Discuss Options and Decide What's Next



A.

• Agreement

Focus:

Recapping What's Been Discussed.
Confirming commitments.

Characteristics:

- Re-state the agreement/plan.

Ask, "Is that right? Is that what we've agreed to here?"

- Confirm commitment.

- Schedule a **specific date and time** for follow up. (And keep the appointment!)



Sample Scenarios My Notes

Sample Scenario 1:

- What the manager did well:
- What the manager did not do well:
- Suggested improvements:

Sample Scenario 2:

- What did the manager do to create a **warm start**:
- How did the manager address the **problem**:
- What worked when they began discussing **solutions**?
- Probable impact of the last step, **agreement**:



Now It's Your Turn

- 1) Send Suzie an email. Suggest several open dates and time for your 15 minute practice phone call. (suzie@pricelessprofessionals.com)
- 2) Review the notes you made on page 2.
- 3) Plan your conversation.

-
- **WARM START:** How will you start the conversation? What will you do to demonstrate sincere care and appreciation?

- **PROBLEM:**

Step 1 – Describe the problem succinctly and factually.

Step 2 – Ask, What's your view? **(listen)**

- **SOLUTIONS:**

Ask, What ideas/solutions do you have? **(listen)**

List the ideas/suggestions you'll make here:

- **AGREEMENT**

Restate agreed upon solution.

What date and time will you recommend for follow up _____



My Communication Plan Practice Worksheet:

Situation Recap:

My Objective for this Discussion:

- **WARM START:** How will you start the conversation? What will you do to demonstrate sincere care and appreciation?

- **PROBLEM:**

Step 1 – Describe the problem succinctly and factually.

Step 2 – Ask, What's Your View? (listen)

- **SOLUTIONS:**

Ask, What ideas/solutions do you have? (listen)

List the ideas/suggestions you'll make here:

- **AGREEMENT**

Restate agreed upon solution.

What date and time will you recommend for follow up _____



My Communication Plan Practice Worksheet:

Situation Recap:

My Objective for this Discussion:

- **WARM START:** How will you start the conversation? What will you do to demonstrate sincere care and appreciation?

- **PROBLEM:**

Step 1 – Describe the problem succinctly and factually.

Step 2 – Ask, What's Your View? (listen)

- **SOLUTIONS:**

Ask, What ideas/solutions do you have? (listen)

List the ideas/suggestions you'll make here:

- **AGREEMENT**

Restate agreed upon solution.

What date and time will you recommend for follow up _____



My Communication Plan Practice Worksheet:

Situation Recap:

My Objective for this Discussion:

- **WARM START:** How will you start the conversation? What will you do to demonstrate sincere care and appreciation?

- **PROBLEM:**

Step 1 – Describe the problem succinctly and factually.

Step 2 – Ask, What's Your View? (listen)

- **SOLUTIONS:**

Ask, What ideas/solutions do you have? (listen)

List the ideas/suggestions you'll make here:

- **AGREEMENT**

Restate agreed upon solution.

What date and time will you recommend for follow up _____



My Communication Plan Practice Worksheet:

Situation Recap:

My Objective for this Discussion:

- **WARM START:** How will you start the conversation? What will you do to demonstrate sincere care and appreciation?

- **PROBLEM:**

Step 1 – Describe the problem succinctly and factually.

Step 2 – Ask, What's Your View? (listen)

- **SOLUTIONS:**

Ask, What ideas/solutions do you have? (listen)

List the ideas/suggestions you'll make here:

- **AGREEMENT**

Restate agreed upon solution.

What date and time will you recommend for follow up _____



Keys to Effective Workplace (and home) Communication

1. Never interrupt, but be interruptible
2. 'Tune-in' - Listen Aggressively
3. Never give advice unless asked (see #2)
4. Use the 3:1 Ratio
(3 "that's great" to every 1 "here's a correction")
5. No 'water-cooler' complaint sessions
6. Look for something to appreciate, even in people who are different and/or difficult
7. Never avoid problems and concerns. (Uses WPSA)
8. Focus on building trust and cooperation.
(Uses WPSA)



My Notes & Action Plan

Three Things I Want to Remember from This Program

- 1)
- 2)
- 3)

From My Notes on Page 2 @ the Work Relationship I Want to Improve:

- **What I've discovered I could do better to improve this situation:**
- **Here's the actions I plan to take**

From my notes on Page 4 @ My Communication

Strengths & Development Opportunity

My Three Strengths are

- 1)
- 2)
- 3)

My greatest communication development opportunity is:

- 1)



Wake Up Eager Resource Pages:

- Wake Up Eager – Priceless Professional Development Home page
<http://www.wakeupeager.com>
- Free C. A. L. L. Online Skill Survey
<http://www.pricelessprofessional.com/characteristic-of-leadership.html>
- C. A. L. L. Articles, Memory Jogger Card & More...
<http://www.pricelessprofessional.com/characteristic-of-leadership.html>
- The Forgotten Charismatic Leadership Skill: Listening Aggressively
<http://www.pricelessprofessional.com/charismatic-leadership.html>
- 360 Feedback Survey Tool/Software
<http://www.pricelessprofessional.com/small-business-management-software.html>
- Additional Wake Up Eager Mastermind Mini-Workshops:
<http://www.pricelessprofessional.com/motivation-in-the-workplace-interviews.html>
- Free Online Wake Up Eager Quiz:
<http://www.pricelessprofessional.com/motivation-techniques.html>
- Free Team Building Activities:
<http://www.pricelessprofessional.com/free-team-building-activities.html>
- Contact Suzie Price, Wake Up Eager, 770-578-6976
• suzie@pricelessprofessional.com
<http://www.pricelessprofessional.com/contact.html>