

EFFECTIVE COMMUNICATION IN THE WORKPLACE

Lois James

OpX Solutions LLC

Business Success Symposium 2023



Agenda



The Role of Empathy

4 Styles of communication

Pillars of Productive Communication

About Email

Your Plan !





“The greatest human need is to be understood and appreciated.”

William James
(Psychologist)

Two Dimensions of Clear Communications

Assertiveness



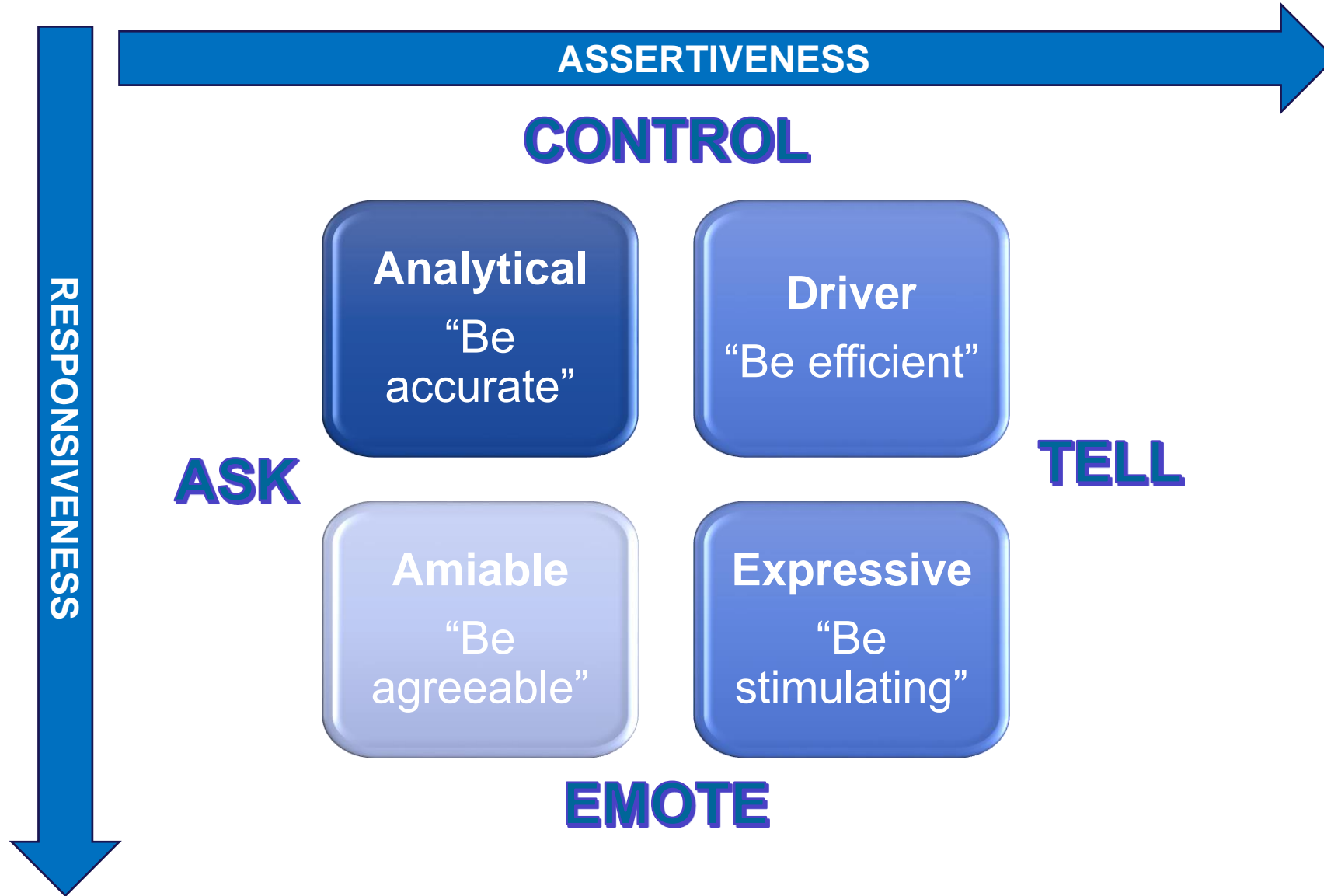
- The degree of influencing the thoughts and actions of others
- **ASK or TELL?**

Responsiveness



- Emotional reaction to events
- Show feelings, emotions, and impressions, or guards and control emotions closely?
- **EMOTE or CONTROL?**

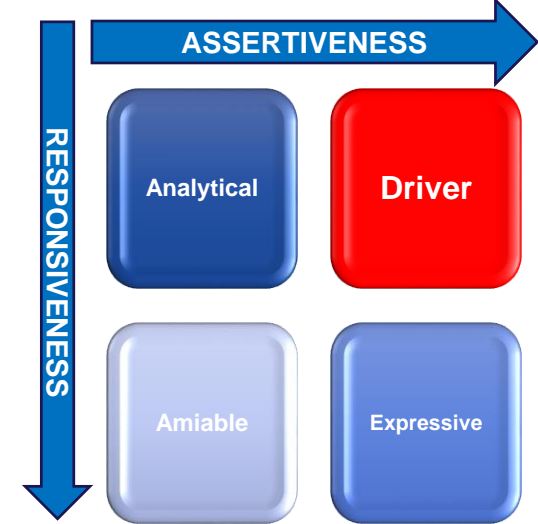
Four Basic Communication Styles





Driver

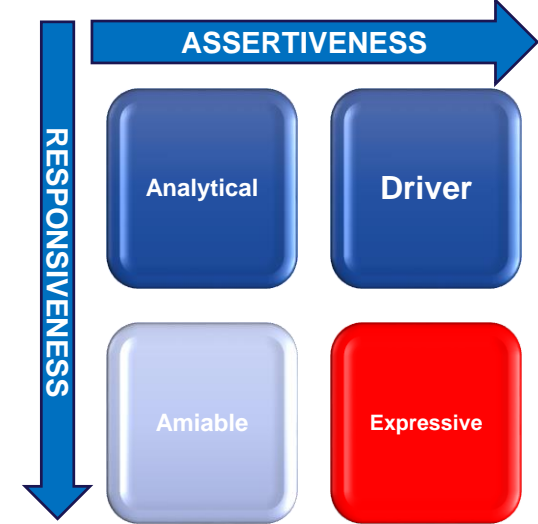
- ✓ Highly assertive
- ✓ Tell people what to do
- ✓ Concerned with results
- ✓ Concentrate on tasks rather than the people doing tasks
- ✓ Usually serious & industrious

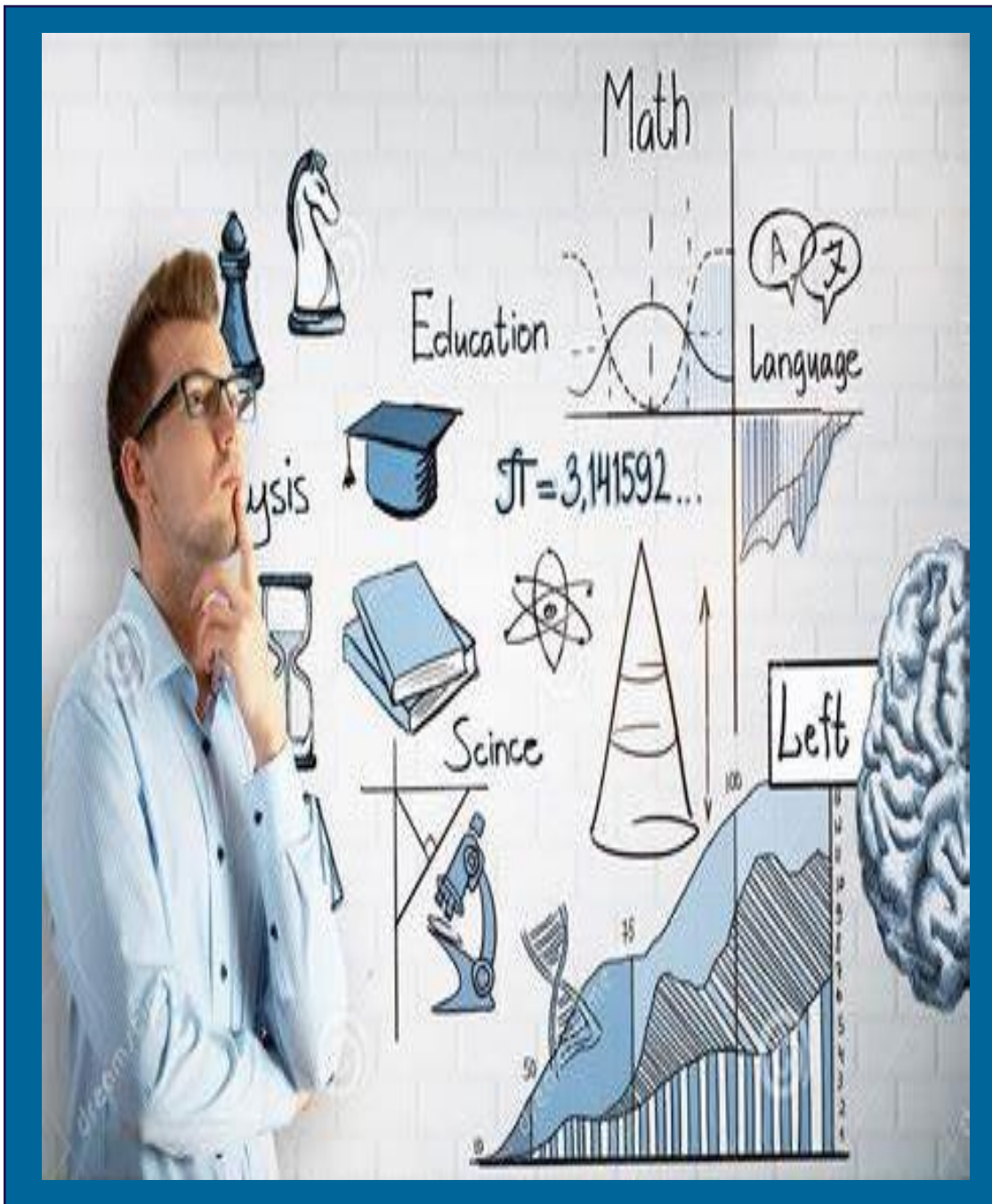




Expressive

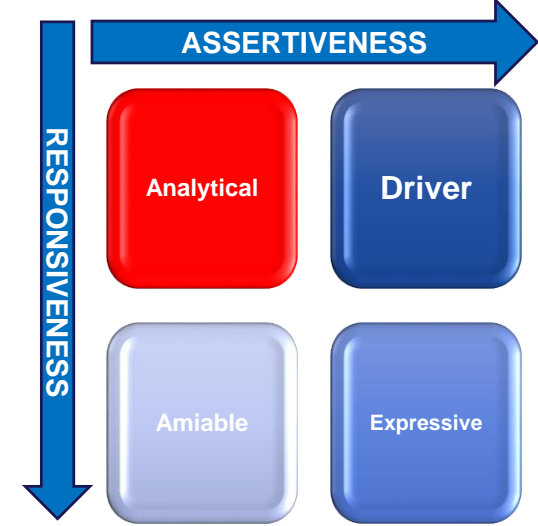
- ✓ Highly assertive
- ✓ Tell people what to do
- ✓ Concentrate on relationships more than the task
- ✓ Open & approachable
- ✓ Competitive





Analytical

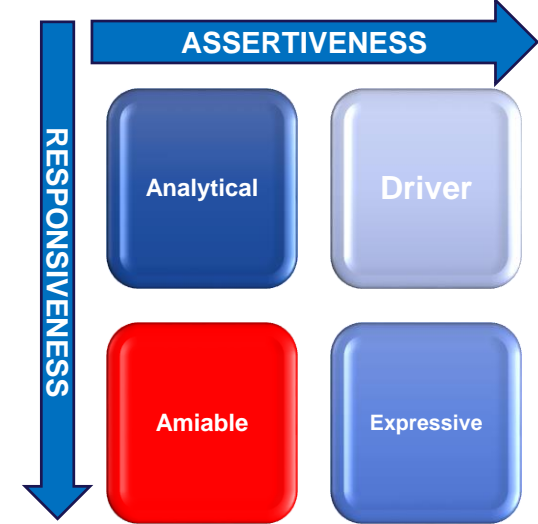
- ✓ Objective & task oriented
- ✓ More reserved
- ✓ Facts, principles, logic
- ✓ React slowly
- ✓ Disciplined & Deliberate





Amiable

- ✓ Personal approach
- ✓ Value friendship and cooperative behavior
- ✓ Want to be accepted
- ✓ Supportive & respected

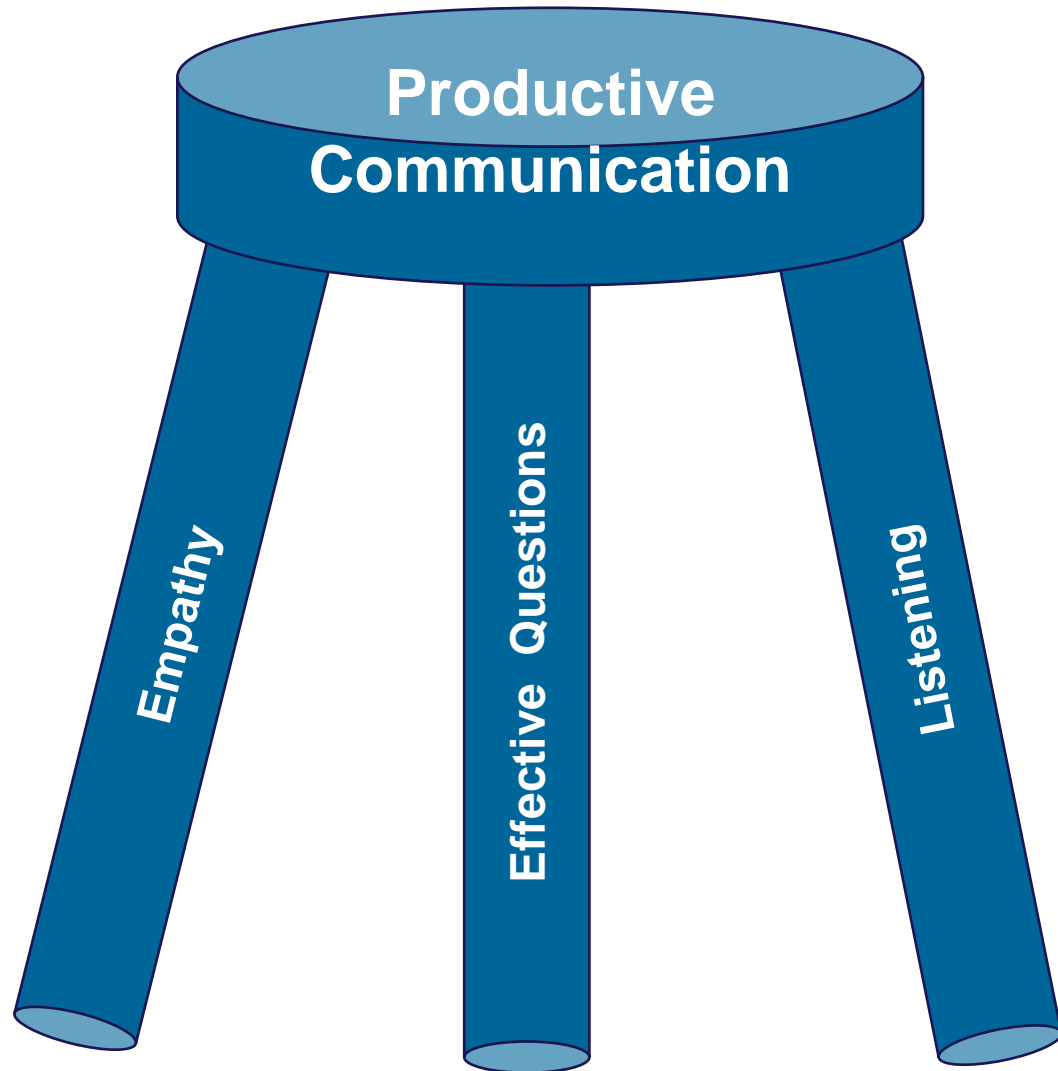


Communication Styles and Signs

- Word choice
- Speed of speaking
- Tone of voice
- Body movement
- Area of interest shown by questions and comment
- Manner of decision making
- Approach to “getting things done”



Tips for Communicating



- 1) Understand dominant style
- 2) Adapt your communication style to them
- 3) Ask open-ended questions
- 4) Listen for the total message
- 5) Active Listening

Tips for Email

- 1) Turn off your notifications
- 2) Only check XX times/day
- 3) One subject per email
- 4) Bullets vs paragraphs
- 5) Limit "Reply All"
- 6) Acknowledge each email, and respond in more detail later
- 7) Ask to be removed from distribution lists
- 8) Send only to people who need to copied





Empathy
Listening Skills
Asking Questions
Giving Instructions

Your Plan !!

1. Know your communication style
2. Know the style with those you interact the most
3. Plan how you can interact with them better
4. What do you need to improve?



Lois James

540.467.6737

Lois@OpXSolutionsllc.com

Thank you

