

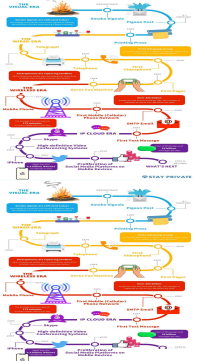
Finding Your

CASSIA University
by Aimee Robertson



COMMUNICATION QUOTIENT

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From smoke signals and carrier pigeons to having the World Wide Web in your pocket, we now have access to **more methods of communication** at our fingertips than **ever in history**, and yet poor communication seems to be a universal **pain point**.

➤ **So what are we missing?**

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Common Organizational Communication Challenges:



- 1) 24/7 Staffing
- 2) Lack of time/work overload
- 3) Language/cultural barriers
- 4) Lack of knowledge
- 5) Information overload
- 6) Adoption of new tech
- 7) Physical proximity
- 8) Personalities/conflict/trust
- 9) Distractions/stress/fatigue
- 10) Generational differences

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Benefits of effective workplace communication:

- 1) Mitigates conflict
- 2) Increased team-building
- 3) Improved productivity
- 4) Improved client relations
- 5) Healthy workplace culture
- 6) Improved employee instruction
- 7) Boosted employee job satisfaction & retention



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So, who's responsible for good communication?



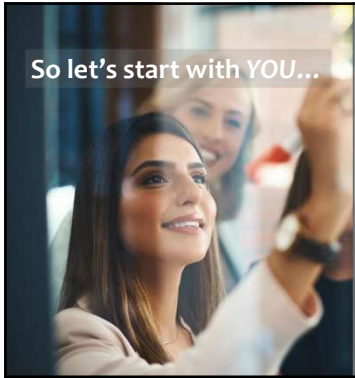
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Did you know??

- Inconsistent communication in the workplace increases employee turnover by 50%.
- Only 35% of employees believe their organizations communicate effectively.
- 69% of managers feel uncomfortable communicating with their employees.

So where do we start??

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So let's start with YOU...

What's your communication style?

- 1) Passive Communication
- 2) Aggressive Communication
- 3) Passive-Aggressive Communication
- 4) Assertive Communication

Let's unpack these...

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Passive Communication

Passive Communication often looks like not communicating at all for fear of speaking up. This can lead to misunderstandings.

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Aggressive Communication

Aggressive Communication tends to be driven by anger and judgment and can also result in inflexibility. This can create a hostile environment.

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Passive - Aggressive Communication

Passive-Aggressive

Communication might mean you don't directly communicate your feelings, but you hold on to negative emotions and let those affect your actions. This can cause confusion and resentment.

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Assertive Communication

Assertive Communication is confident, but also respectful of others' thoughts and feelings. Assertive communication creates space for honest conversations and promotes healthy connections between individuals.

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In addition to communication **styles**, people have **preferred methods** of communication.

- Verbal Communication can include:
Face-to-face
Phone calls
Zoom calls
- Written Communication:
Emails
Notes in digital platforms
Texts
Formal memos/letters
- Active Listening:
Eye contact with speaker
Nodding of head
Note-taking
Responding when asked
- Body Language – let's unpack that...



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The Science of Body Language

Body language is the unspoken part of communication that we use to reveal our true feelings, and to give our message more impact.

> What percentage of a message is conveyed by words? **7%**

> 93% Conveyed by nonverbal communication *How's yours?*

> How self-aware are you of your control over the following:

Facial expressions – Eyes downcast, maintaining little contact

Head movement – Tilted to the side to show interest, or nodding

Position of arms – Folded in front of the body, or hands on hips, looking at watch/phone

Body movement – Body turned away from speaker, or tapping feet/fingers



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It's not just the words you are saying, but **HOW** your message is landing that matters.

- Does your tone match your words?
- Is your tone **respectful**?
- Are you speaking too loudly?
- Are you speaking too intensely?
- Are you using personal slanders such as, "Any idiot could do this!"
- Is your tone dismissive?
- Is your tone demeaning?



Most of the time, when people have grievances about conversations with other people, it's about **HOW** the conversation made them feel.

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Facing Conflict:

It's inevitable, but do it RIGHT.

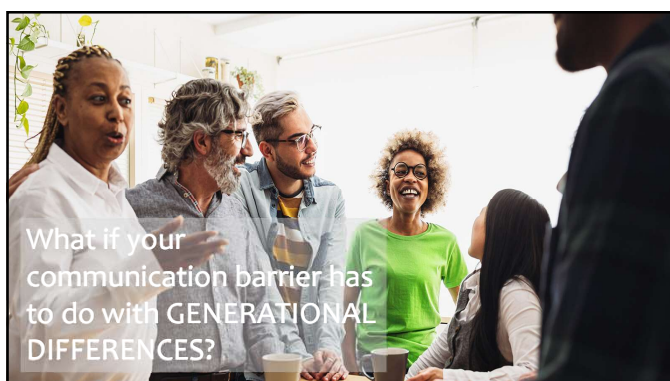
- 1) Ask yourself: is this conflict or clarification?
- 2) Prepare your points and plan an optimal time/place for the conversation.
- 3) Avoid dealing with conflict digitally... at all costs. >>>>>
- 4) Have a 3rd person in the room.
- 5) Be open to the possibility that the outcome could be different.

DEALING WITH CONFLICT

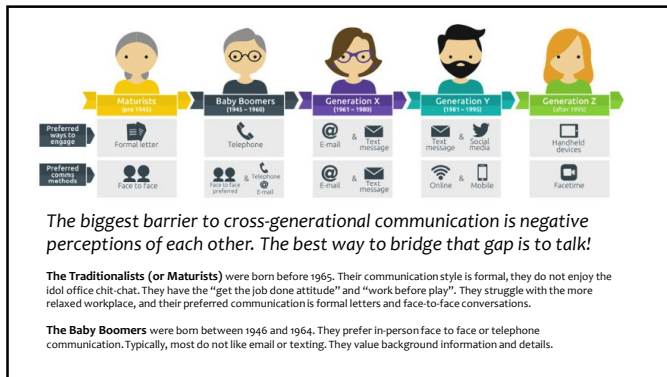
IN PERSON ↓ 	VIDEO CALL ↓
EMAIL ↓ 	SAYING IT'S FINE WHEN IT'S NOT ↓

@LIZ ANDYDOLLIE

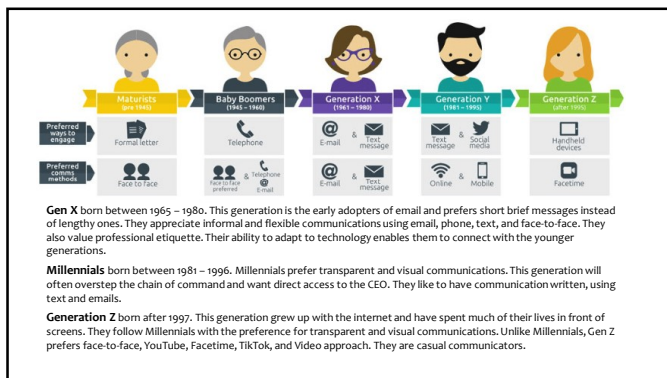
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That was a LOT of Communication! Let's review.

While most people feel communication could be improved upon, it's important to recognize just what kind of communication barriers you're running into, to improve the situation. But, it all starts with **YOU!**

- Recognize your own communication style
- Identify possible barriers of communication – Generational? Cultural? Time? Lack of info?
- Once identified, work with individuals and/or your team to begin addressing the issues
- Create a safe space for feedback to be expressed
- Exercise intentional listening
- Remember that Cassia prioritizes **RESPECT, UNITY,** and **COMPASSION.** Strong communication supports all three standards!

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