

Unlocking the Art of Effective Communication: Strategies for Success



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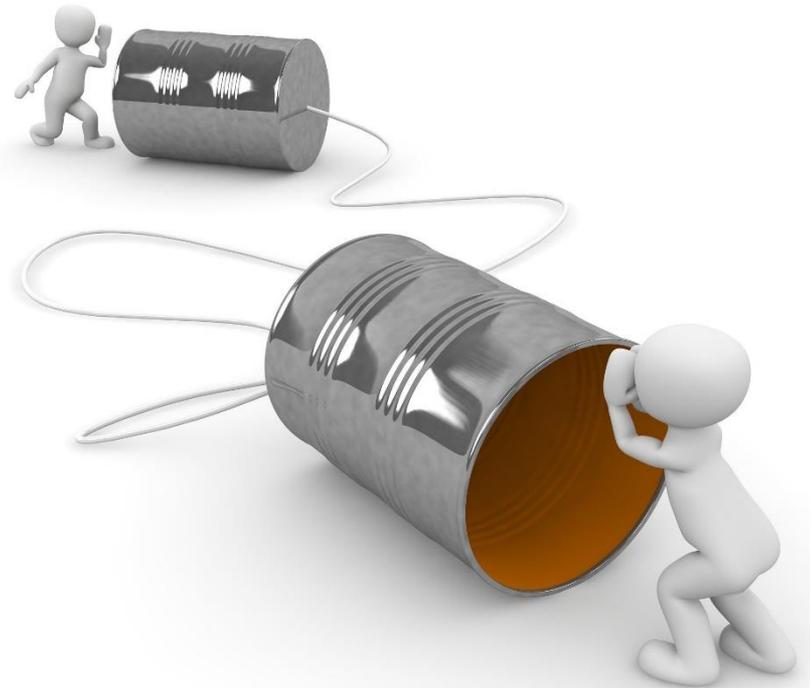


What is Communication?



Effective Communication

The function of effective communication is to accurately relay a particular message in such a way that the listener understands.



Objectives for Communication

- To inform
- To persuade
- To understand
- To instruct---management's responsibility
- To get action started



Consequences of Poor Communication

Poorly/
untrained
staff

Mistakes
remain
uncorrected

No follow-up;
problems
continue

Interpersonal
conflicts
continue

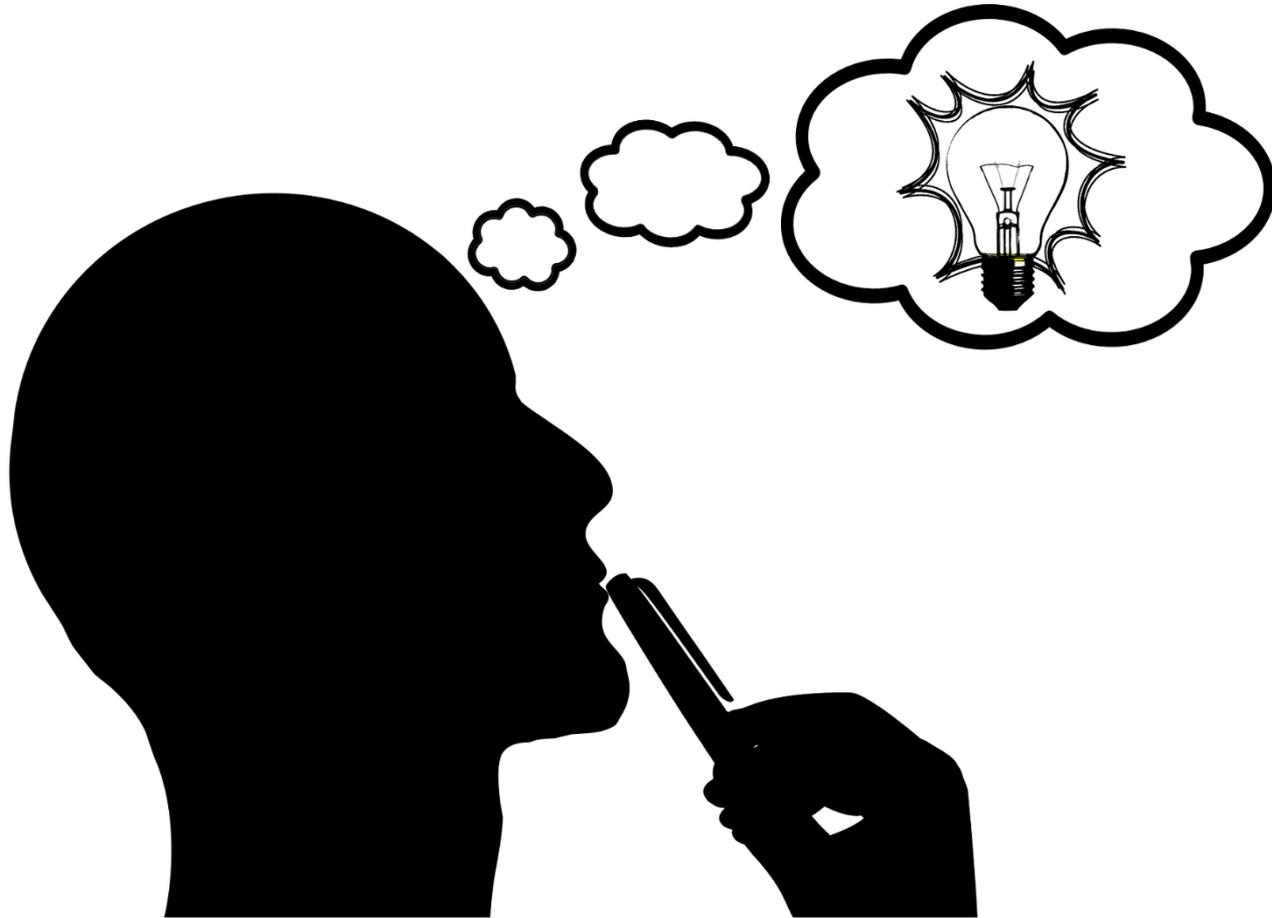
Unmotivated
staff

Turnover

Uncaring
attitudes
arise



Think Before You Speak



Words Matter...

When we receive positive communication from others, our brain releases a feel good chemical called **dopamine**.

When we receive negative communication from others, our brain releases a chemical called **cortisol**. (*the stress hormone.*)



Guide to Positive Communication

Pause

Be patient
and open
minded

Discuss
rather than
argue

Soothing
voice

Trustworthy
and honest

Stay in the
moment

Intend to
understand

Pay attention
to non-verbal
clues

Respect

Follow Up





Non-verbal Communication

Positive body language makes a person seem interested and engaged in conversation.

- Standing up straight
- Making eye contact with peers
- Nodding occasionally to show attentiveness





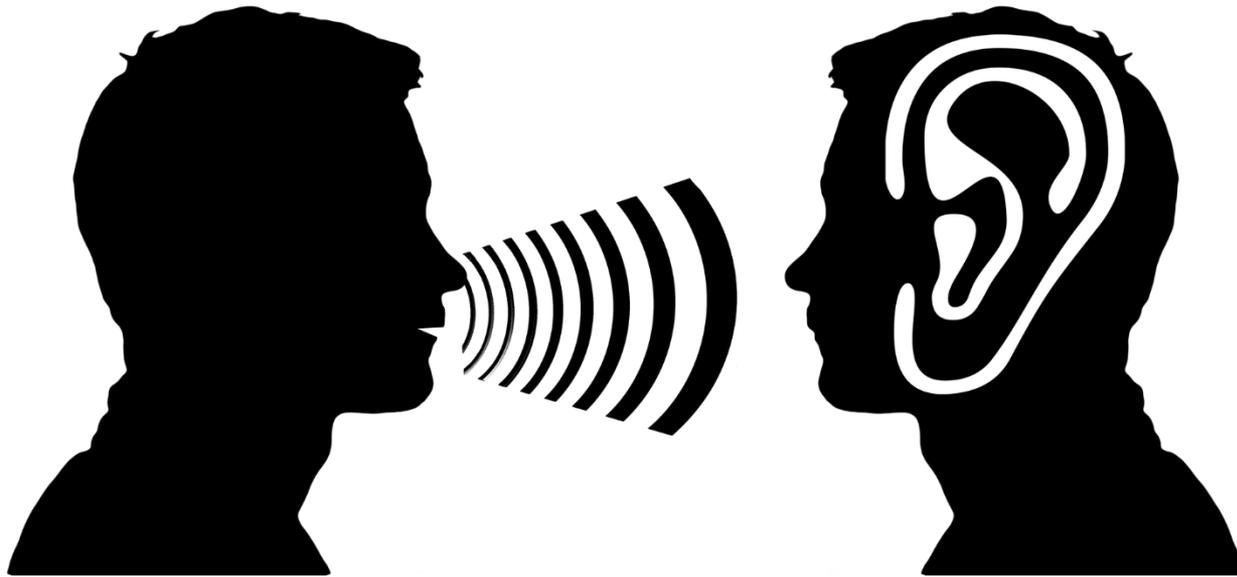


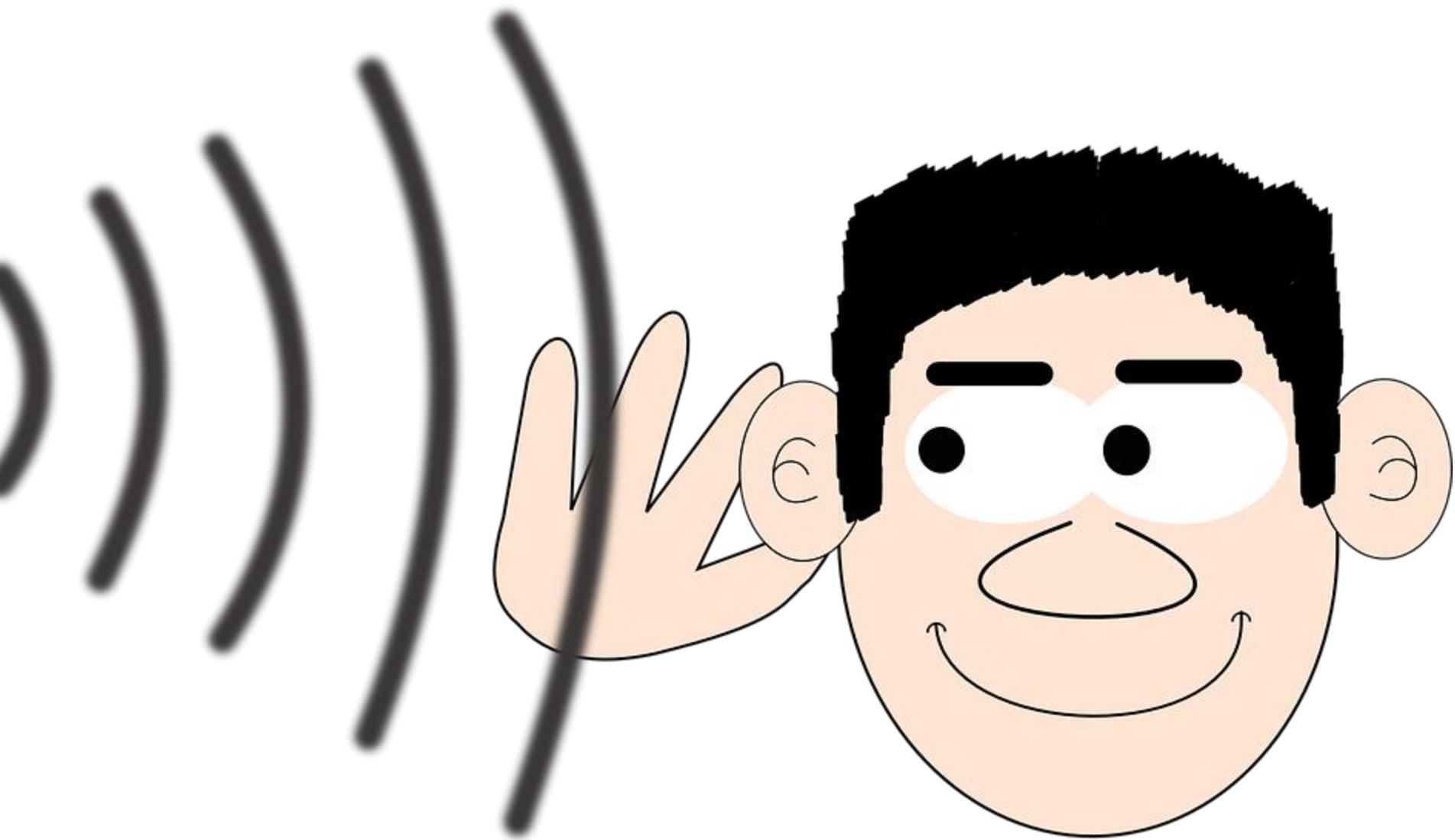




Listening

The ability to hear and understand what individuals are saying.









Hidden Figures (2016)

<https://www.youtube.com/watch?v=hNK8FCFpmm4>

Making Diversity Work

Learn everyone's names

Show an interest others

Never assume

Encourage teamwork

Avoid all personal attacks

Respect differences

Look at abilities of workers

Do not make insensitive comments

Think inclusively

Approach controversial issues with care and empathy

Do not yell at or belittle anyone



Manager Qualities

- Respected
- Motivates employees
- Leads by example
- Good listener
- Has integrity
- Trains/Coaches employees



Qualities to Avoid

- Rumors, gossip and tattlers
- Fails to communicate
- Speaks loudly, is rude or mean
- Does not have courage to address problems
- Uses discipline inappropriately
- Not consistent



Guidelines for Motivation

Know your employees and what are their “hot” buttons, their motivators.

Assign challenging tasks that is within the employee’s ability.

Coach about the task performance. Show your confidence in their ability.

Help the employee overcome obstacles.

Recognize the employee for successful task performances.

If not successful, recognize efforts and coach for future assignments.



Communicate for Success

Teach, Instruct
& Empower
employees

Set goals and
objectives

Have written
processes in
place

Manage
interpersonal
dynamics

Create a
positive
environment

Give
constructive
feedback



Constructive Feedback

- Be descriptive
- Don't use labels
- Don't exaggerate
- Don't be judgmental
- Speak for yourself



Benefits of Effective Communication

- Improves quality and productivity
- Boosts enthusiasm and morale
- Strengthens relationships and communication
- Increases job satisfaction
- Improves teamwork
- Builds trust and enhances employee loyalties



#INCLUSIONSTARTSWITHI





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