Effective Interpersonal (& Email) Communication

Dietrich School / CGS

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Reflection

What are some of the biggest obstacles you've faced when trying to communicate effectively?

Purpose & Objectives

Purpose

• To communicate effectively in the workplace in person and in email

Objectives

• Explain and define interpersonal communication

• Introduce Effective Communication Model

• Identify preferred communication style and how to effectively use it

• Identify to effectively communicate via email

Interpersonal Communication

Interpersonal Communication is...

"…the process that we use to effectively communicate our ideas, thoughts, and feelings to another person. Our interpersonal communication skills are learned behaviors that can be improved through knowledge, practice, feedback, and reflection."

The Foundation Coalition

Reflection

- **Think about a fairly recent conversation that you have had— especially one that has stuck with you.** *You will not have to share this with anyone else.*

- Consider what went well in the conversation.
  - **What qualities contributed to it going well?**
- Consider what did not go well in the conversation.
  - **What contributed to it not going well?**

- We will reflect on this conversation throughout our session today.
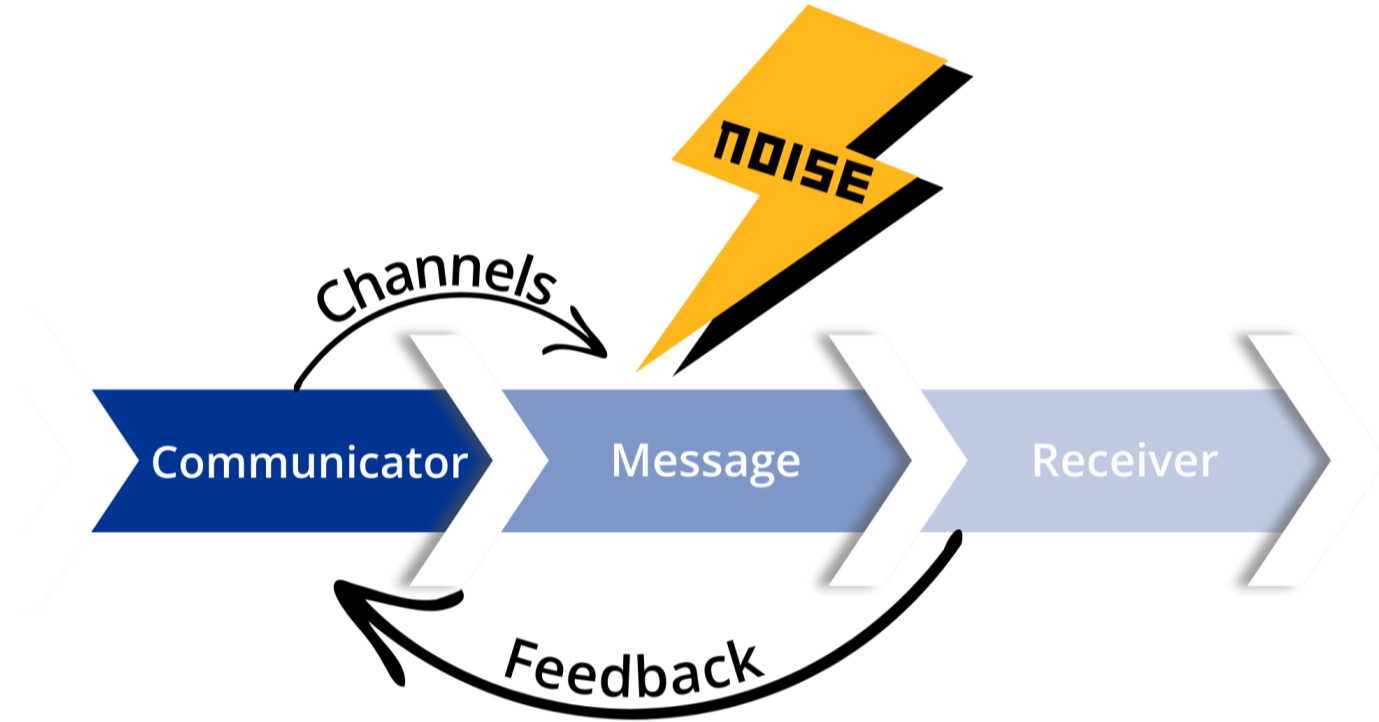
Effective Communication Model

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Effective Communication Model

Channels

NOISE

Communicator

Message

Receiver

Feedback

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Effective Communication Model

Communicator: The Person Sending the Message

Communication: A Critical Job Skill

According to Forbes,
the #1 sought out job skill
is top-notch
communication skills.

Verbal and Written Communication

What you say matters, but it is also very important to:

- Be clear & concise

- Be aware of tone

- Default to formality

Misunderstanding Impacts Communication

__10%__ of conflicts are due to actual differences in opinions,

while __90%__ of conflicts are due to the wrong tone of voice,

body language, or related misunderstandings.

Which blank should be 90%, which should be 10%?

What can this tell us about how we should respond to conflict?
In a conflict, you may want to ask yourself,
"What could I or they be misunderstanding about this?"

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Beware of Errors in Thinking

Example: Fundamental Attribution Error

What about when someone is late for a meeting? When we are?

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Settle into the "Space"

Stimulus { **Space** } **Response**

*Between **stimulus** and **response** there is a **space**.*

In that space is our power to choose our response.

In our response lies our growth and our freedom.

— Stephen R. Covey, *The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change*

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Non-Verbal Communication

What you don't say with words is just as important…

Facial Expressions

Body Movements and Posture

Gestures
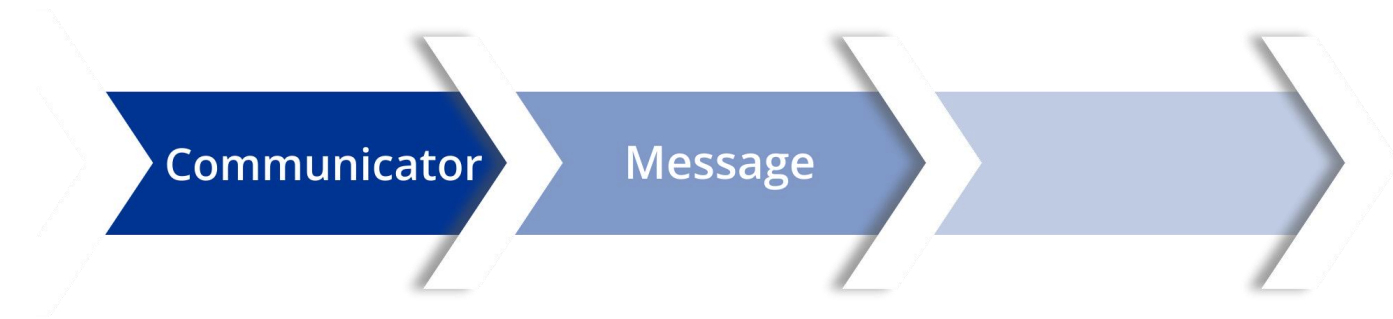
Eye Contact

Touch

Physical Space

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Reflect on your recent conversation...

What would you do differently in that situation
to be a better communicator?

verbally?

non-verbally?

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Communicator → Message →

Message: The information being sent

Message Distortion

In an organization, messages that filter down from leadership can get distorted up to **80%**.

What percentage do you think it is? 20%, 40%, 60%, or 80%?
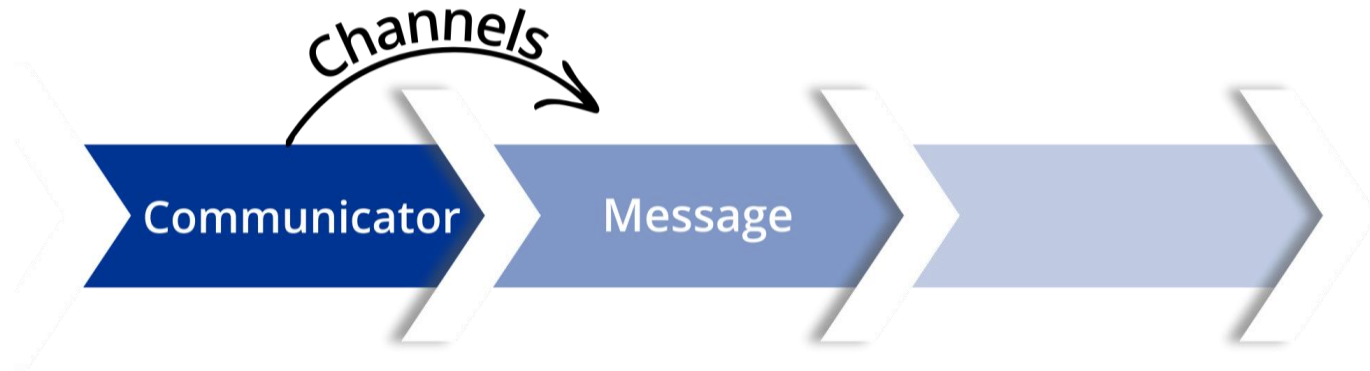
…So what can we do about this?

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Audience Awareness

Who are your primary audiences in your work?

How does this shape your message?

Effective Communication Model

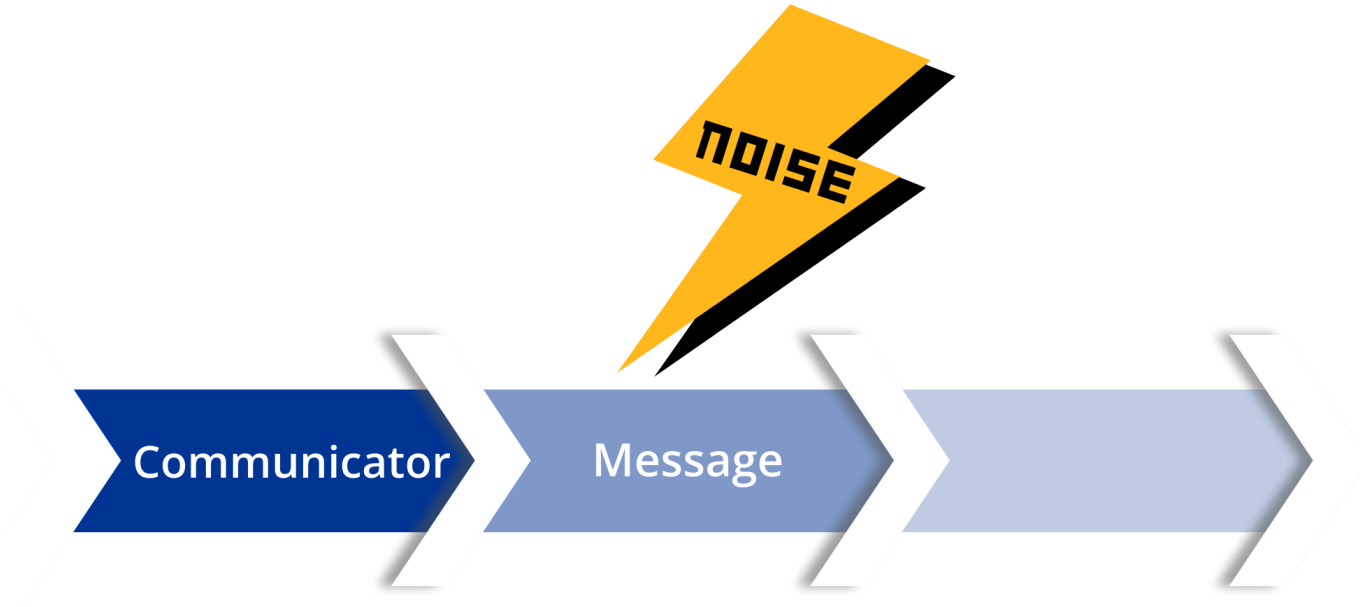Channels: In person, Phone, Email, Text, Document, Virtual Call/Meeting, etc.

Reflect on your recent conversation...

Following our discussion, what would you do differently in your conversation with regard to…

audience needs?

communication channels?

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Communicator → **Message** →

Noise: The distractions that might prevent a message from being properly understood.

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Types of Noise

- **<u>Physical Noise</u>**: Everyday environmental noise (examples: music, loud talkers, phones ringing)

- **<u>Psychological Noise</u>**: Everything in a person's mind (examples: biases, emotions)

- **<u>Semantic Noise</u>**: Communicating to different perspectives (examples: different languages, different dialects, cultural differences, bad handwriting, using fillers)

Reflect on your recent conversation…

Did noise play a part in how well (or how poorly) it went?
If so, how?

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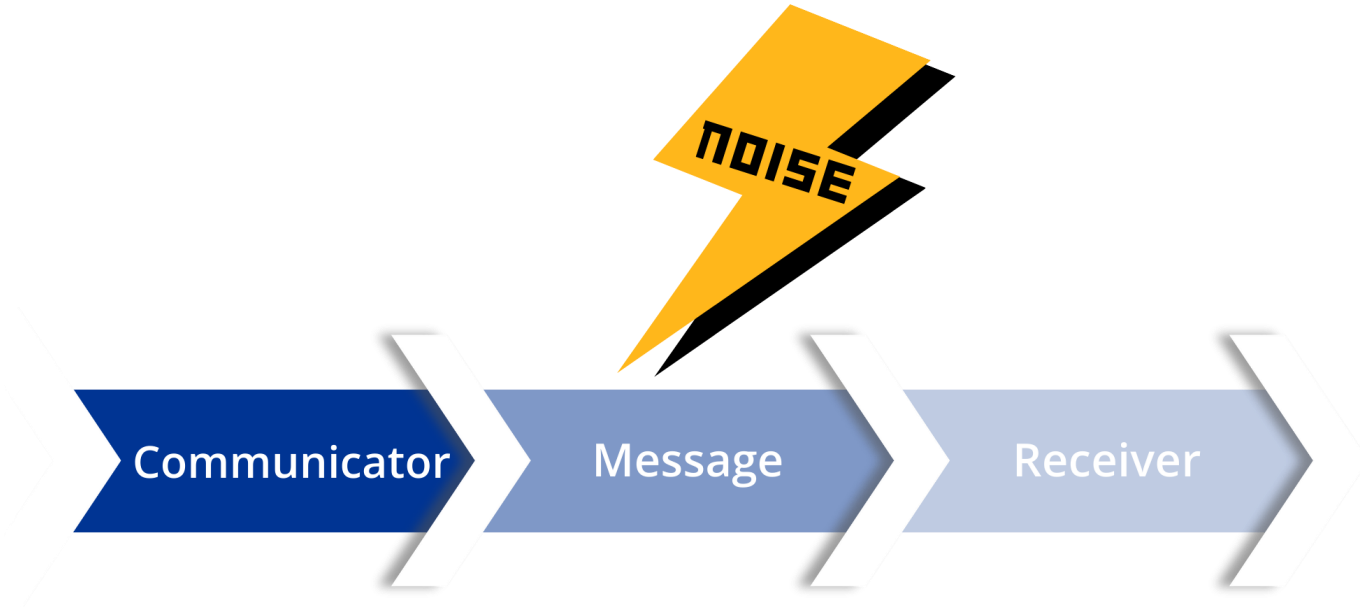
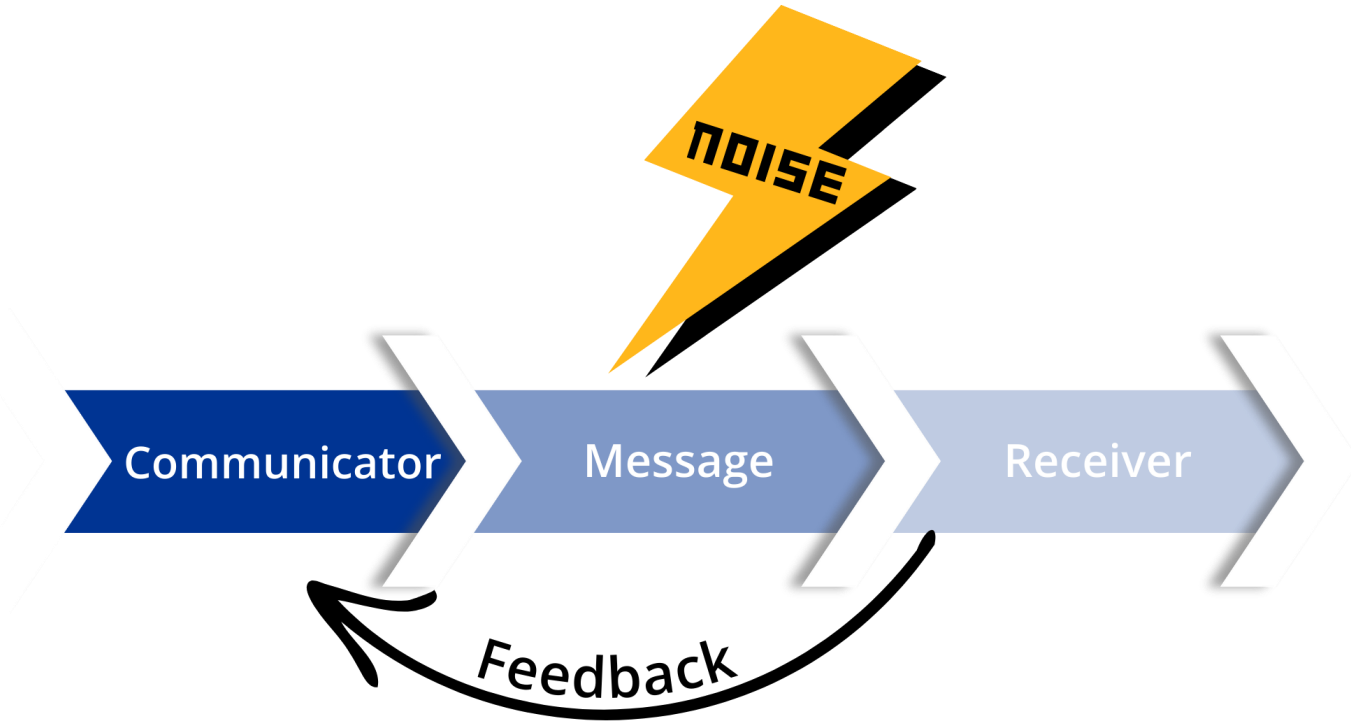Receiver: The person who receives and processes the message.

Techniques That Can Help

- **Ask Questions** – To ensure that the receiver heard and understood your message.
  - Closed questions.
  - Open-ended questions.

- **Be Aware of Timing** – "Is this a good time to talk?"

- **Summarize** – Review what has been said.

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Effective Communication Model

NOISE

| Communicator | Message | Receiver |

Feedback

Feedback: Information that tells the communicator how the message was heard and what they can do next time.

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Receiving Feedback

- **Be Attentive.** The message you conveyed may not have been clear to the receiver, so it is important to take in the feedback provided by others when you are the communicator.

- **Be a Good Listener.** Do not think about your reply, just listen to the feedback.

- **Be Aware** of the non-verbal cues, and your own emotions.

- **Be Focused** on behavior and impacts of that behavior, not personality.

- **Be Accepting** of the feedback.

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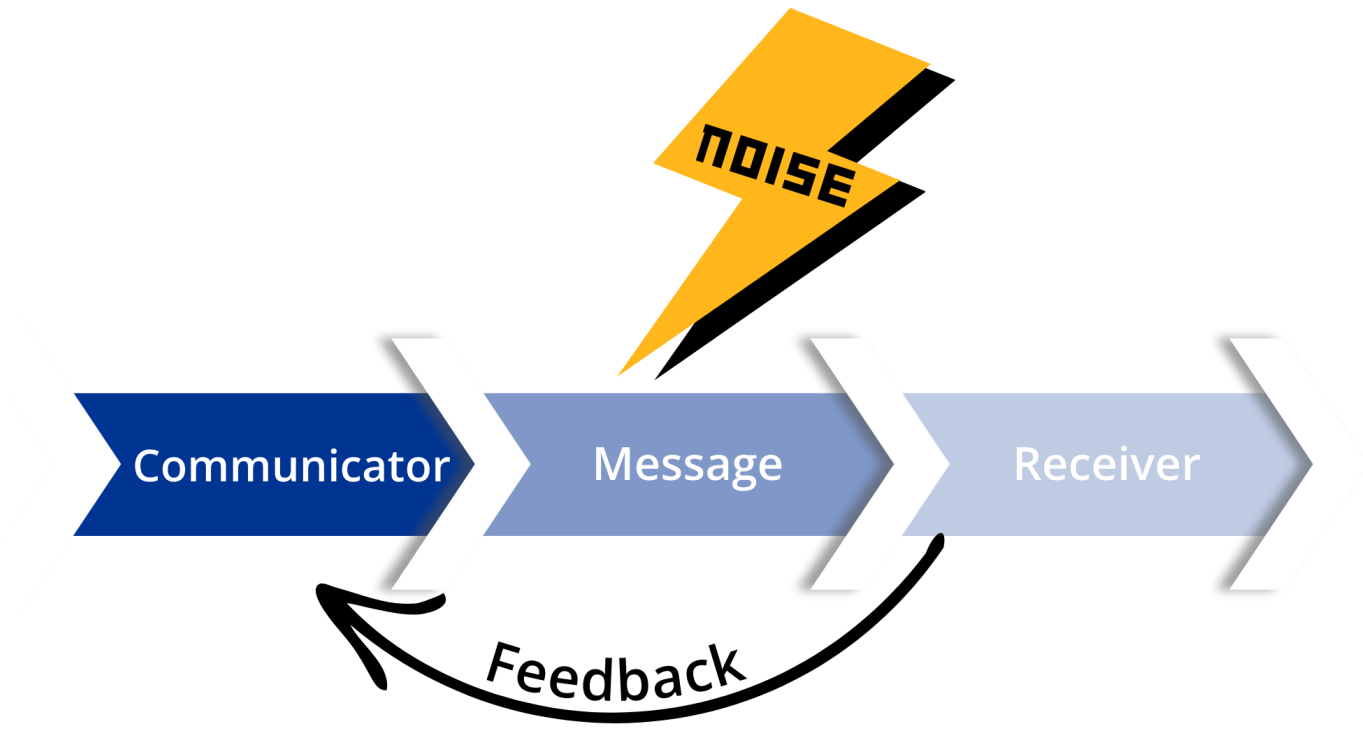
Let's Discuss!

Reflection Question

When it comes to Effective Interpersonal Communication, what is one thing you learned today that you will apply to your work?

"I've learned that people
will forget what you said,
people will forget what you did,
but people will never forget
how you made them feel."

Maya Angelou
1928 - 2014

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Email Communication

Reflection Question

What are your biggest frustrations when it comes to communicating via email?

Email "Fun Facts"

1. Average number of emails an office worker receives per day: **121**

2. Workers checking email:
    -   Before 8 a.m. – 68%
    -   In bed – 50%
    -   At the dinner table – 38%

3. The average worker spends 28% of worktime reading and managing email—equates to 650 hrs./yr. on reactive, low value work.
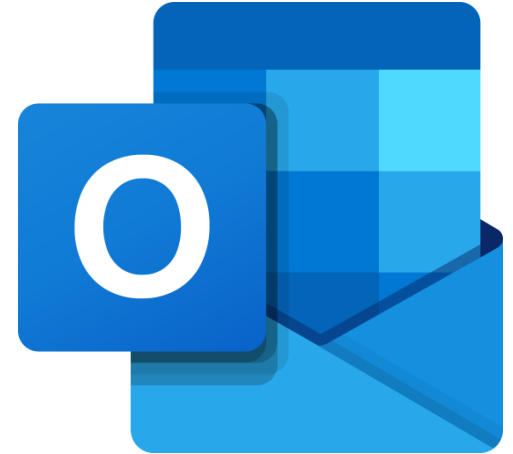
Writing Effective Emails

1. ## Don't Overcommunicate by Email
   - Is email really the best option to communicate this? Set up 1:1?
   - What information is best for an email? What isn't? Why?

2. ## Subject Line
   - Grabs attention and summarizes email

3. ## Clear, Concise, & Chunked
   - Keep email short, to the point and organized
   - Separate information into chunks if needed, short paragraphs or bullets

4. ## Check the Tone
   - The email is a reflection of your professionalism, remember it can be printed

5. ## Proofread email and recipients before you hit send!
   - Any mistakes? Are you sending it to the correct people? Miss anyone?

See more information and examples on MindTools

HALT! Does it need sent now?

- Ask yourself: Does this have to be sent right now? While I am angry? In a hurry?
    - "**HALT**"=Stop and take care of yourself when you're feeling **Hungry**, **Angry**, **Lonely**, or **Tired**.
      Then you can reconsider your message later with a clear head.

- If it can wait (and many things can), keep the message in your draft folder until ready to review and send.

- Remember: **Email is forever!**

Extend Your Learning

- LinkedIn Learning Course: *"Outlook: Efficient Email Management"*

Covers:

- Reviewing messages
- Different ways to view messages
- Creating Folders and Categories
- Retention and Archiving
- Automating Actions

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Reflection Question

When it comes to Effective Email Communication, what is one thing you learned today that you will apply to improve?

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Thank you!

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