

# Effective Communication: Working With People

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March 2024 Local School Financial Management Program

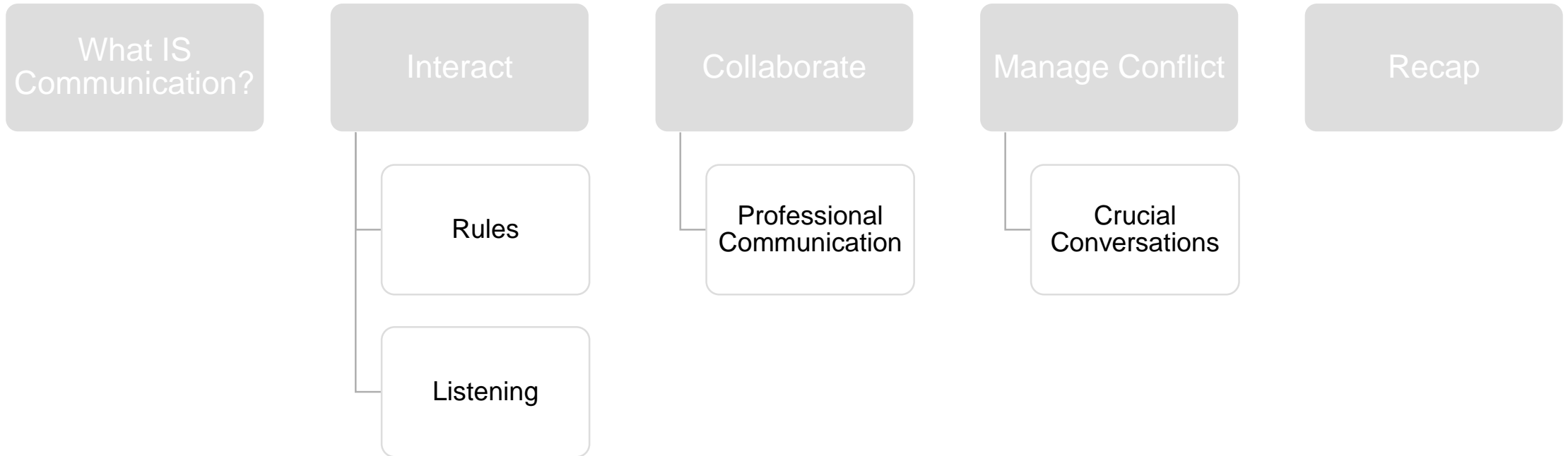
With Hannah Wood



Hannah  
Wood, PhD

- Bachelors in Corporate Communication and Leadership
- Masters in Education: Pedagogy and Andragogy
- Doctorate in Communication
- 9 Years teaching experience
- Aunt Hani

# What are we covering?



# What does Wikipedia say?

- Latin for “to share”
- Convey messages from one to another
- Use “mutually understood” language
- Signs, symbols, shared meaning



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WIKI loves  
love 2020  
FOLKLORE



Photograph your local culture  
Wikipedia and win!

## Communication

From Wikipedia, the free encyclopedia

**Communication** (from Latin *communicare*, meaning "to share")<sup>[1]</sup> is the act of conveying meanings from one entity or group to another through the use of mutually understood signs, symbols, and semiotic rules.

The main steps inherent to all communication are:<sup>[2]</sup>

1. The formation of communicative motivation or reason.
2. Message composition (further internal or technical elaboration on what exactly to express).
3. Message encoding (for example, into digital data, written text, speech, pictures, gestures and so on).
4. Transmission of the encoded message as a sequence of signals using a specific channel or medium.
5. Noise sources such as natural forces and in some cases human activity (both intentional and accidental) begin influencing the quality of signals propagating from the sender to one or more receivers.
6. Reception of signals and reassembling of the encoded message from a sequence of received signals.
7. Decoding of the reassembled encoded message.
8. Interpretation and making sense of the presumed original message.

The scientific study of communication can be divided into:

- Information theory which studies the quantification, storage, and communication of information in general;
- Communication studies which concerns human communication;
- Biosemiotics which examines communication in and between living organisms in general.

The channel of communication can be visual, auditory, tactile/haptic (e.g. Braille or other physical means), olfactory, electromagnetic, or biochemical.

Human communication is unique for its extensive use of abstract language. Development of civilization has been closely linked with progress in telecommunication.

### Contents [hide]

- 1 Non-verbal communication
- 2 Verbal communication
- 3 Written communication and its historical development
- 4 Business
- 5 Political
- 6 Family

### Communication

Portal · History

#### General aspects

Communication theory  
Information  
Semiotics  
Language  
Logic  
Sociology

#### Fields

Discourse analysis  
Linguistics  
Mass communication  
Organizational communication  
Pragmatics  
Semiotics  
Sociolinguistics

#### Disciplines

Public speaking  
Interaction  
Discourse  
Culture  
Argumentation  
Persuasion  
Research  
Rhetoric  
Literature  
Philosophy

#### Categories

Outline

Communication  
is...

- Shared information
- Shared understanding
- Shared responsibility

working with people



Images

Videos

Perspectives

Meaning


Examples

News

Answers

Interview


Generative AI is experimental. Learn more 

Working with people means **being able to interact, collaborate, and manage conflicts with others to achieve goals**. It can also involve understanding and working within a team's culture, rules, and values. 



Importance of...

Nov 26, 2020 — Well,  
working with others is th...


 eagletraining.co... 

How do you work with others? |...

So what does this look like? The Nebraska  
University of Law describes working well...

 en-gb.workplace.com 

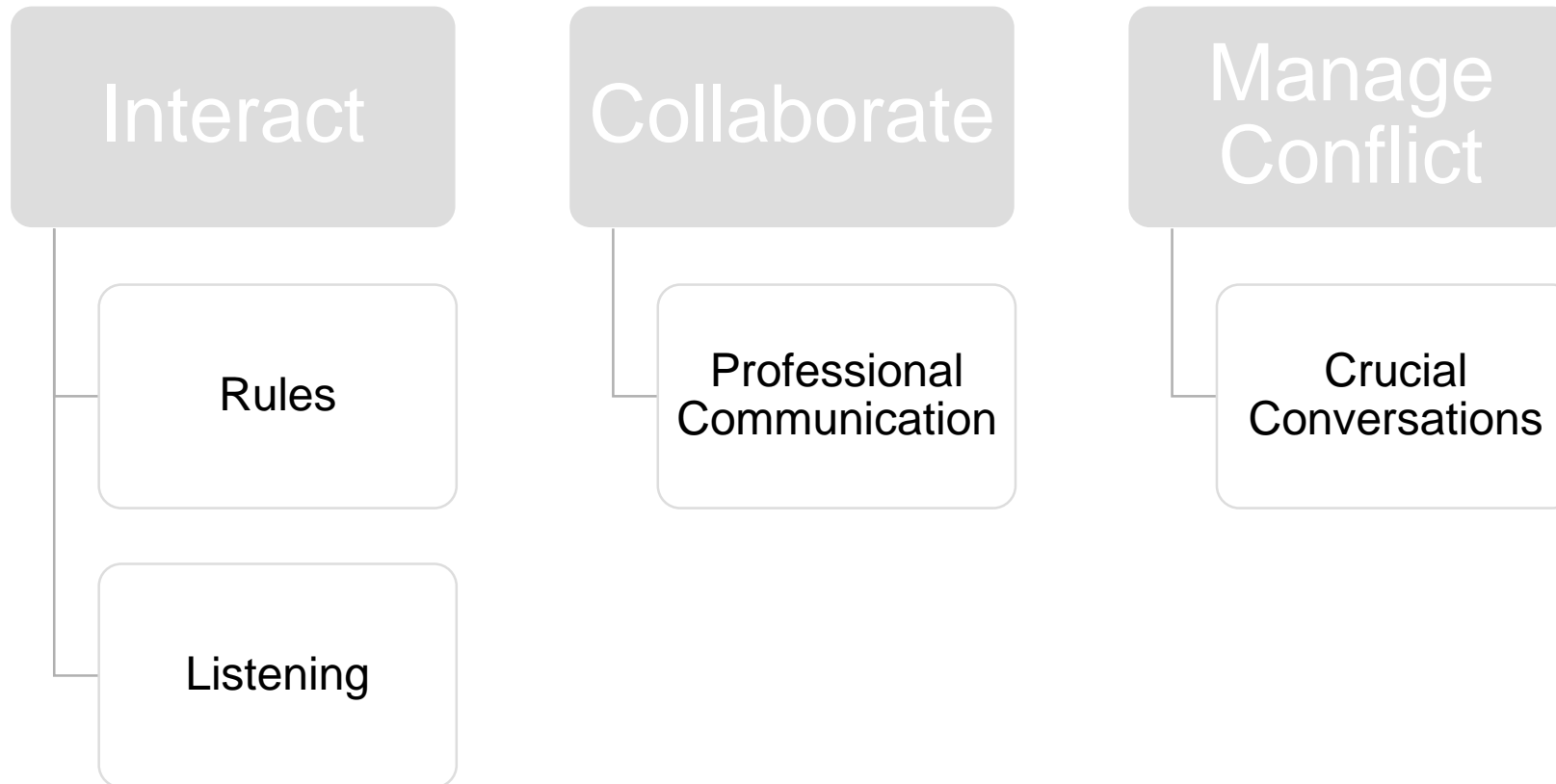
**Here are some tips for working well with others:**

- Be a good communicator: Healthy communication skills are important for professional development.
- Be a problem-solver: Research shows that collaborative problem-solving leads to better outcomes.
- Know your role: Know your limits and take initiative.
- Stick to deadlines: Support and be supported.
- Share information: Empathy is the ability to put yourself in someone else's shoes and to feel what they might be feeling in a given situation. You can practice empathy by devoting time to thinking about someone you care about each day.
- Know your strengths: Interpersonal intelligence refers to the ability of a person to relate well with people and manage relationships. 

## Achieving Goals

- interact, collaborate, and manage conflicts with others
- understanding and working within a team's culture, rules, and values

# Break it down...





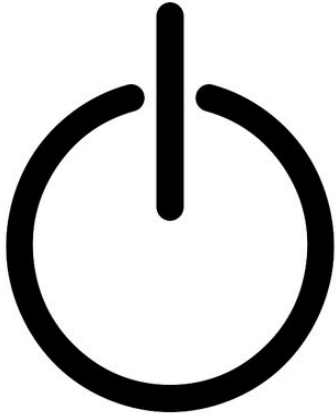
**Interact**

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# Shared meaning

- Signs and Symbols
- Rules and Culture

# Signs and Symbols



# Signs and Symbols



Sometimes, they do make our job easier



# Abbreviations

JK

LOL

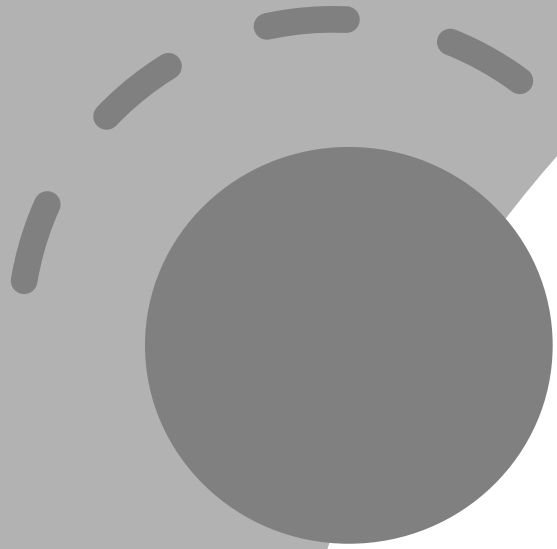
BRB

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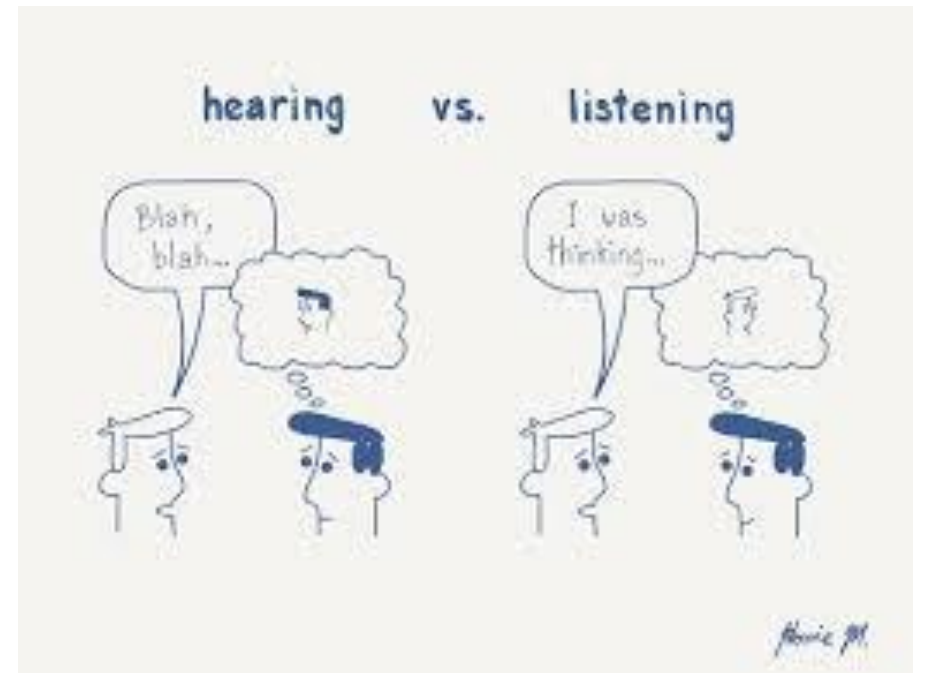
What do  
**YOU**  
use?



# Rules and Culture

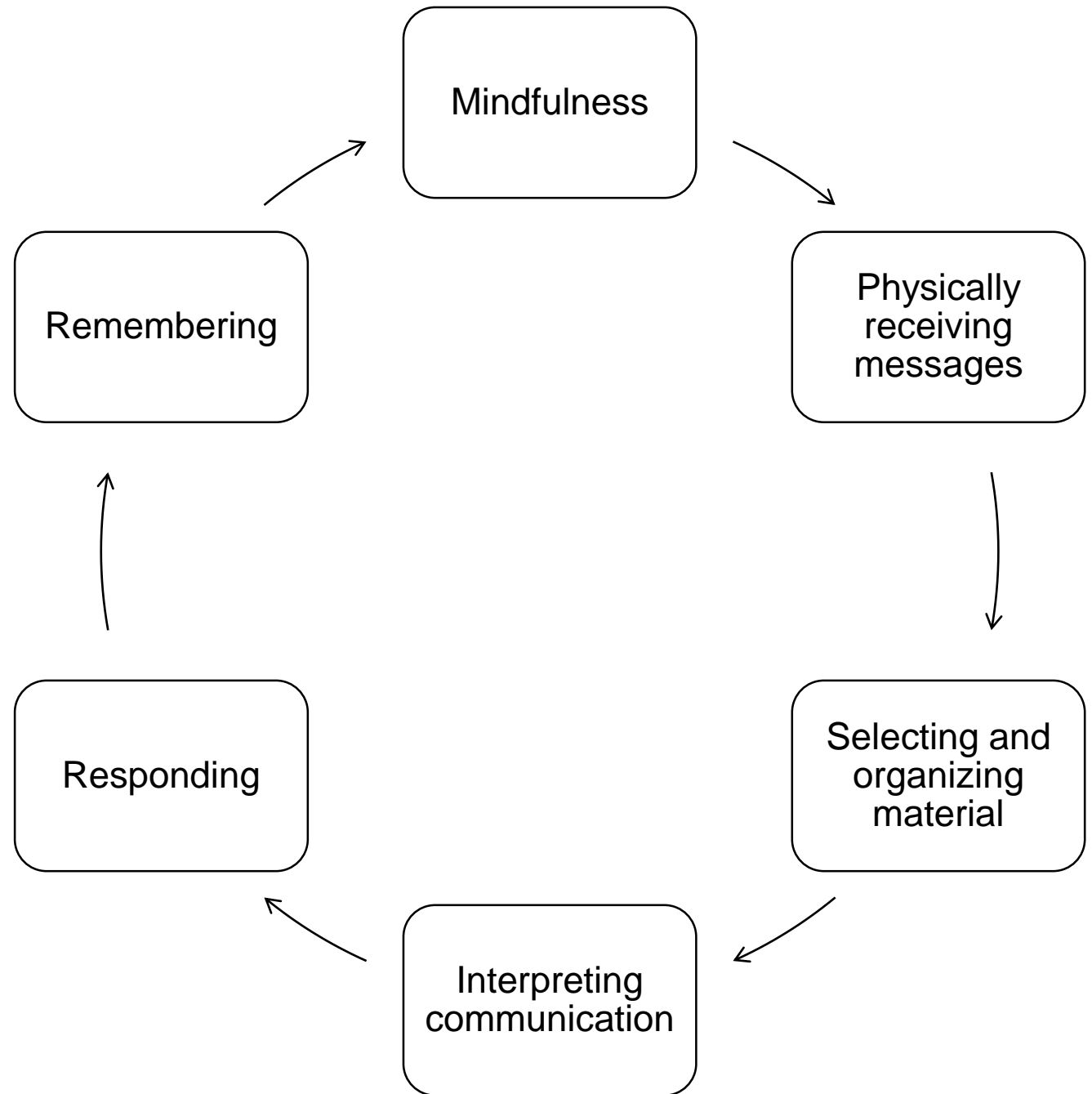
# Listening

- **Hearing** is a physiological activity that involves sound waves hitting our eardrums.
- **Listening** is an active, complex process.





# The Complex Listening Process



# Why is it complex?

Multiple people

Noise

- Physical - External
- Physiological - Internal

Medium

Topic

Language

# 9 Barriers to Effective Listening

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1. Lack of Interest
2. Distracting Delivery
3. External and Internal Noise
4. Arrogance and Disrespect
5. Pre-programmed Emotional Responses
6. Ambushing
7. Listening for Facts
8. Faking Attention (making eye contact, nodding, smiling at the speaker)
9. Thought Speed

# Listening more effectively

Breaking down the barriers

Listen to understand

Control obstacles

Talk and interrupt less

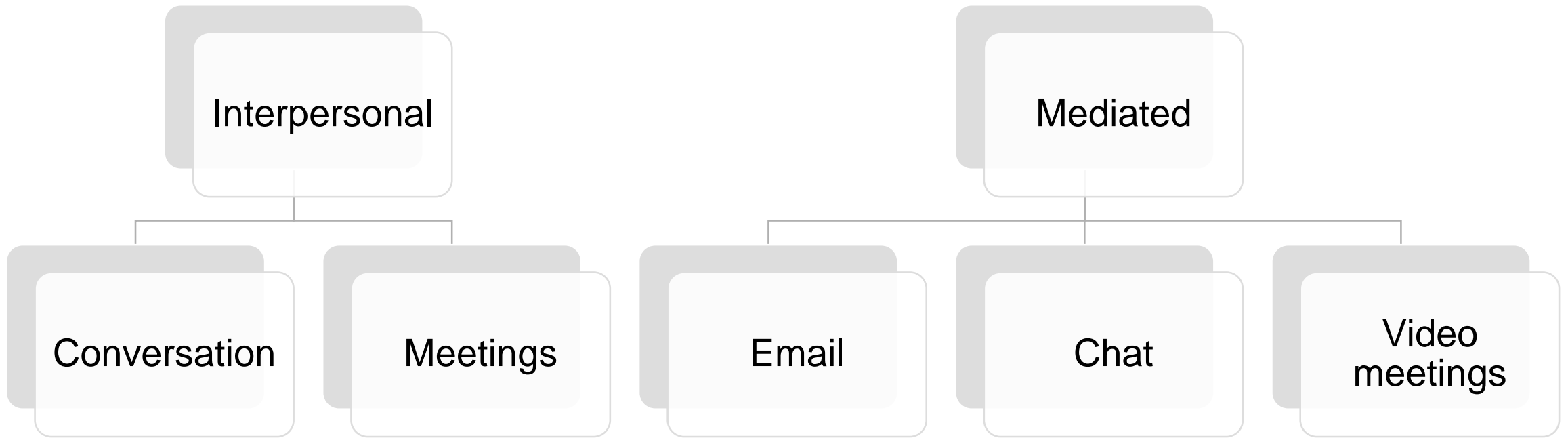
Ask (sincere) questions

Paraphrase

Attend to non-verbal cues

Take notes

# We collaborate a lot of different ways





# MEDIATED COMMUNICATION

**Communication with the  
use of “media” or  
“medium”**

- Computer
- Social Media
- Email
- Text Messaging
- Video Messaging



# We've come a long way

We now use mediated communications in all areas of life

- Group
- Individual
- Business
- Personal
- Legal

# So, what's wrong with email?

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TrippAndTyler.TV





## When is it professional email?

- To a coworker
- To a supervisor
- To a subordinate
- To a client or customer
- All of the above

# Professional Email



Tone



Look



Information

# Professional Email: Tone

- Intros and sign-offs
- Grammar and punctuation
  - u r nt txtng boomer
- Reply point by point
- Reply to Previous email only when related
- NO non-business content, jokes, forwards



# Professional Email: Look

- Avoid bold, color, images, etc.
  - Accessibility
- Black text
- Serif vs Sans Serif font
- Addressing
  - Hello Mr. Andrews,
  - Dear Ms. Jones,
  - Dr. Jones,

# Professional Email: Information

- **Reply All only when absolutely necessary and not when you're being snarky**
- CC when associates know each other and need to have the same information
  - BCC when people do not know each other, or privacy is important
- Subject is short and clearly articulates topic
  - don't be mistaken for spam
- Signature line includes name, title, company name, website link

# But really, what do we do?

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Crucial Conversations: Tools for Talking When Stakes are High

# STATE your path

A technique  
for expressing  
thoughts and  
feelings in  
crucial  
conversations

S	Start with facts
T	Tell your story
A	Ask for others' paths
T	Talk tentatively
E	Encourage viewpoints

# STATE your path

Start	Start with facts, which are less controversial and more persuasive.
Tell	Share your assumptions and the assumptions you made.
Ask	Encourage others to share their perspectives and feelings.
Tentative	Remind yourself that your assumptions are not facts.
Encourage	Encourage the other person to tell their viewpoint, even if it is opposite from yours.



# Sample Situation: Lucy Lateness

“I’d like to talk about our recent meetings. Do you have a minute?”

(FACTS) You arrived late today, checked email several times during our discussion and didn’t provide any input.

(YOUR SIDE) From my perspective you aren’t onboard with the direction of our team and aren’t interested in working with us.

(TENTATIVE) I realize this is just my interpretation of the facts.

(THEIR SIDE) What’s your perspective?”

# Sample Situation: Indigo Montoya

Hello.

(YOUR SIDE) My name is Indigo Montoya.

(FACTS) You killed my father.

(TENTATIVE) Prepare to die.

(THEIR SIDE).....

**Start with facts**

**Tell your story**

**Ask for others' paths**

**Talk tentatively**

**Encourage viewpoints**

Asking a friend to repay a loan.

Approaching a boss who is breaking his own safety or quality policies.

Critiquing a colleague's work

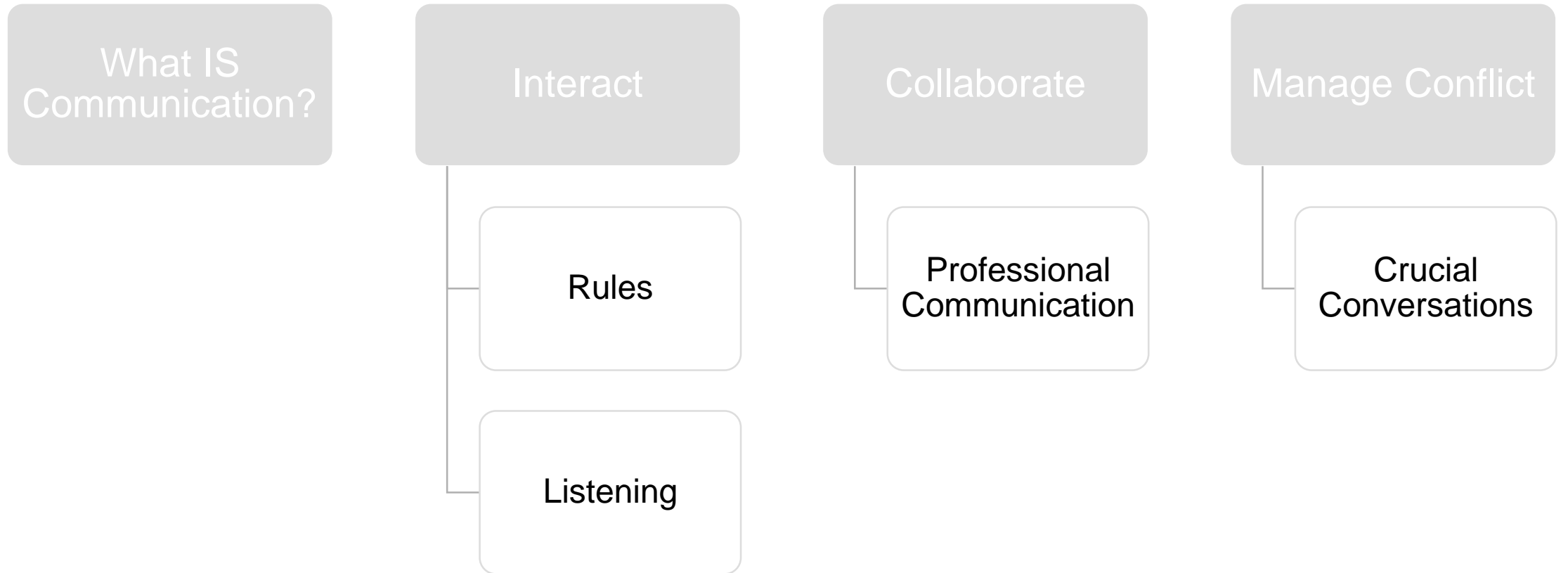
Asking a roommate/boomerang kid to move out

Talking to a team member who isn't keeping commitments.

Talking to a coworker about a personal hygiene concern

Create your own conflict scenario

# What did we do today?



# That's all, folks!

Ask me questions -

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