



Strengthening Communication & Connections

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Post Session Notes & Reflection

I. Creating strong connections (aka relationships) is **NECESSARY** for any organization to reach their high-level goals, build teamwork, and foster individual/organizational wide growth.

Connected leaders, employees, teams...

- drive collaboration & knowledge-sharing
- nurture healthy working relationships
- increase productivity

Everyone has amazing strengths, experiences, ideas etc. that your organization could benefit from. Fostering an environment to connect is KEY! Great workplace connections with your co-workers, leaders, the work you do etc. positively impacts your career, workplace, and job satisfaction. This allows you to better serve your customers!

1. On a scale of 1 to 10 how connected do you feel with your organization overall? _____
2. In what areas do you want to improve those connections?

II. Communication is a tool used to build better workplace connections that allow us to get our work done but also foster authenticity, vulnerability and trust.

Naturally, connections/ relationship building can be experienced differently by everyone. Those connections can be different based on role, work proximity, etc. There are some people we connect with faster than others. Despite those differences adopting great communication tools will help bridge those gaps. Mature employees learn to communicate with the members organization-wide to accomplish common goals.

Beware of connection disruptors such as gossip, hurt feelings, selfishness, etc. Develop a constructive strategy to deal with challenges and to resolve conflict.



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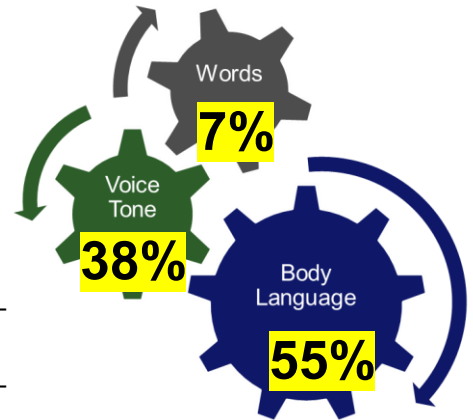
Session Notes

3 Levels of Communication

- We speak 7000-20000 Words per day.
 - Your tone clarifies and conveys meaning
 - Your Body Language are Physical behaviors that express and convey meaning
1. In which of these 3 areas are you really good?

2. In which areas do you need to improve?

3. What is your plan for improvement?



Helpful Tip: Always think twice before you communicate. Begin every communication with the end in mind. What do you want to accomplish? What steps should you take? How will your communication be productive?

Communication FIRST BEGINS in your Mind



Remember we ALL have a different map of how we see the world.

We take in an overload of information everyday through our senses. This information passes through our internal filters, beliefs, values, emotions. etc.

Nothing has a MEANING until you give it one! Our meanings or interpretations of events, people's actions, etc. can often be wrong. Clarify before assigning meaning!

We all have thoughts stored in our 2 minds= Conscious 5% and Subconscious 95%

We need to pay attention to our Subconscious minds since it stores our beliefs, attitudes, emotions, personality etc. which we aren't always aware of.

Practicing mindfulness is KEY to improving your communication. WATCH and Observe how you communicate. Pay attention to your positive and negative patterns. Get feedback! Work with a coach (like myself) to help work through any issues.

Pay attention to your FILTERS---what beliefs and values are important to you?

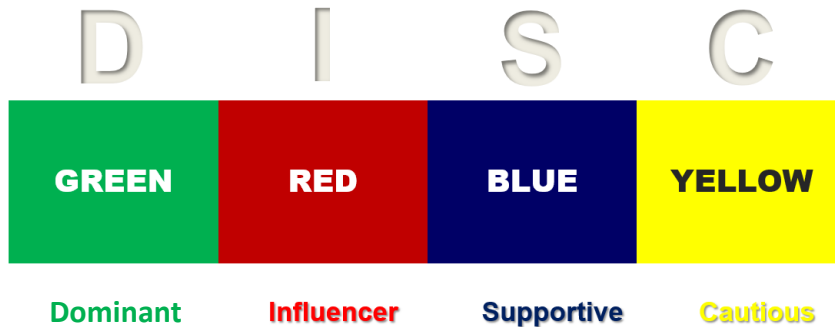
Uncover your values <https://www.turningpointpsychology.ca/handouts/act-values-checklist>



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III. DISC Personality/Communication Link



Personality= the sum total of ways an individual reacts to and interacts with others
Note: This assessment is used to help you better understand and appreciate the various personality types. And to give you greater insight to interact positively and productively with those who think, act, and behave differently than you.

Disclaimer: Never reduce anyone to a personality color. We are ALL more complex than that. Instead remember to practice self-awareness of how you respond and the ways you may be understanding or misunderstanding others.

Tips to Interacting with different personality types:

- Remember our differences make us better! Honor those differences.
- The person initiating the conversation is responsible for helping ensure it's understood. Try to communicate in a way the other person will understand!
- Be empathetic and patient. Watch your stress levels especially.
- When in doubt, ASK. Don't jump to conclusions.
- We're all human. Do your best. Apologize for mistakes. But more IMPORTANTLY get an UNDERSTANDING.