



Team Talk

The Goal of Team Communication

Find a **framework** that allows you to effectively **communicate** in a way that treats others with **respect** and **integrity** while allowing you to maintain your **respect** and **integrity**.

Emotional Intelligence

How we manage **ourselves** and our **interactions with others**.

Teams With Emotional Intelligence



Faster **cohesion**



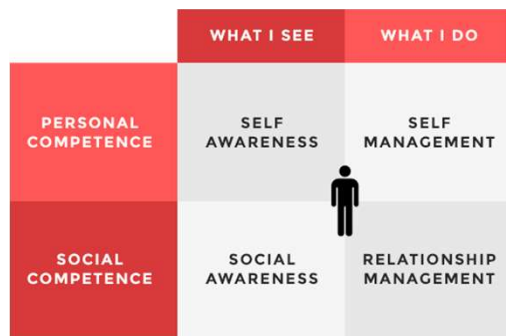
More **effective** in a shorter time



More **satisfied** with team communication



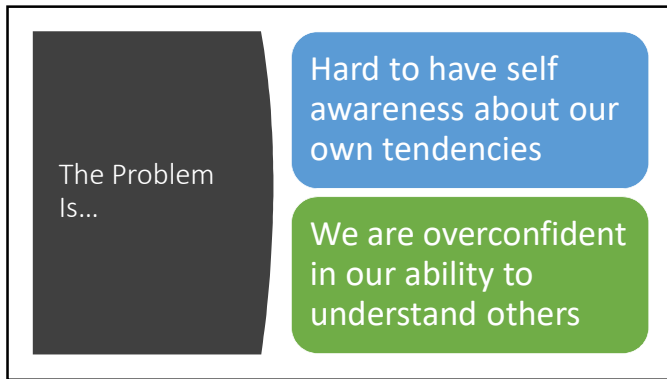
Receive more **social support**

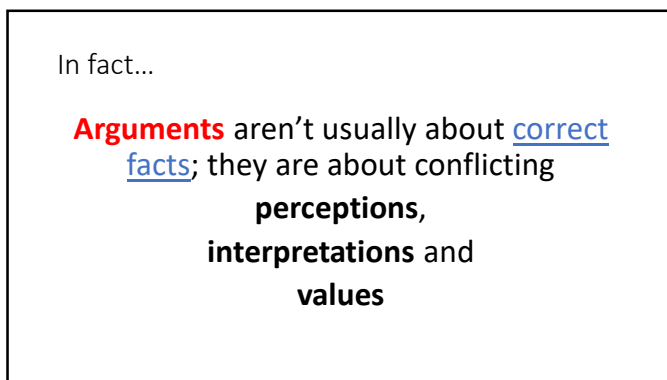


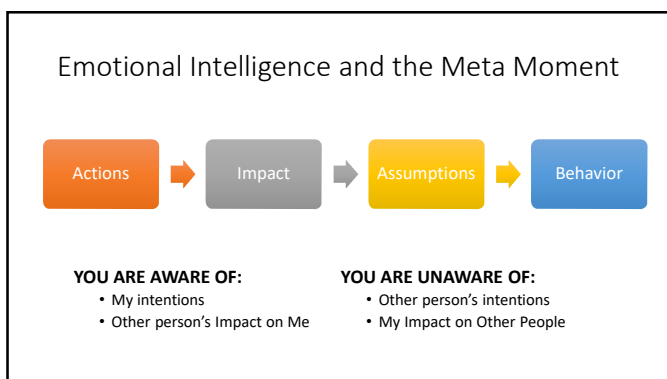
Who Has Taken?

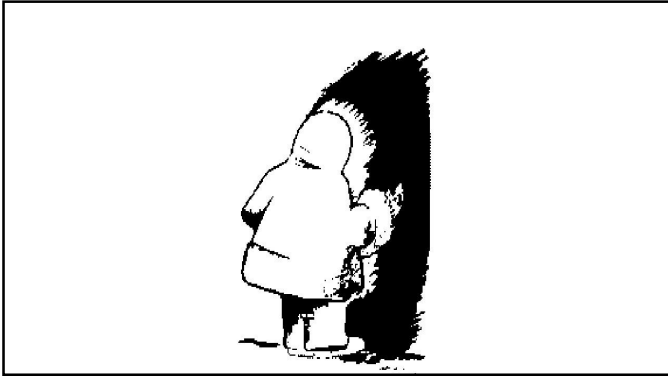
- DISC
- Enneagram
- Communication Styles Assessment
- Myers Briggs
- Keirsey Temperament Sorter
- Strength Finder

How Many Know What Your Team Members Are?

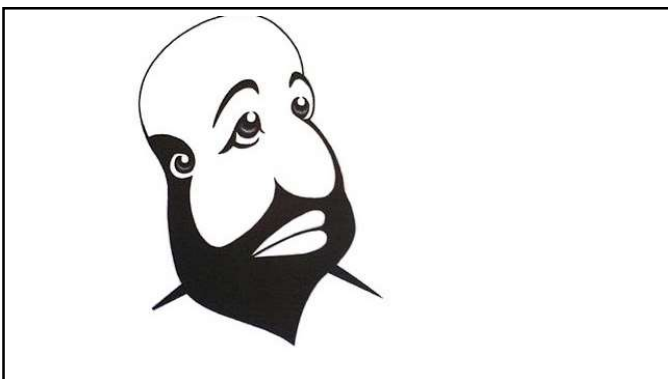












Default to
Empathy

Seek first to understand.
Then to be understood.
- Stephen Covey

Sometimes it's not people

Are your processes **helping** or
hurting your communication?

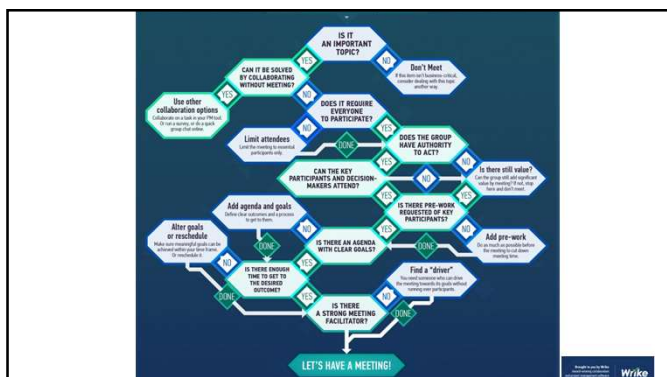


Let's Play: Guess the Word

Insanity

(n.) Doing the same thing over and over and expecting different results.





Avoid the Twilight Zone

2D	3D
Facts	Discussion
Reading of Policies	Brainstorming
Task Lists	Sensitive Information
Not Tied to Business Objective	Important – Either urgent and/or Tied to Business Objectives

Don't Forget to Listen

1. Allow the other person to share. Take notes.
2. Paraphrase
 - “So, what I’m hearing you say is...”
3. Use a confirming statement
 - “Did I get that correct?”
4. Move to understanding
5. Send a follow-up email.
6. Set a Next Step

Agree on a Charter

- Communicate
- Decisions
- Conflict

CHARTER (sample)

Overall goal: Uber is determined to use technology creatively to change transportation. We are excited at the possibilities afforded by hand-held devices to connect drivers and riders, and transportation generally. We look to push the possibilities of this technology to create value for customers and our stockholders.

Our rules: We commit to overruling expectations but commit to respect for people.

We will not lie.

We will not steal information.

We will not mislead with partial information.

We will respect our drivers and be transparent with policies and financial information.

We will not engage in behavior that does not respect people, including sexism.

Respect is the best policy.

We will challenge those we do not agree with, and we will advance our interpretation of ambiguous laws. And we must do so with respect.

These rules apply to internal communication as well; leadership cannot expect Uber employees to lie or break laws.

Notes: Leadership must explore new horizons and articulate Uber's position without lies or offensive behavior. Leadership is committed to inclusion, to the confidence team, a culture of respect and honesty must be advanced by leadership. Most of Uber's management team has followed the culture of the founder, so the culture embodied by leadership is most important.

Norms for Communication: We will have team check-ins weekly to ensure we are following through on cultural changes.


Norms About Conflict: as this is a sensitive territory, we will have one member of each team play the role of facilitator to check in meetings to make sure everyone is heard.

Decisions: If disagreements come up, team leaders will make a final decision after consulting the full team openly.


What's in it for Me: We wanted to be part of Uber because of its cutting edge experimentation and its potential for wealth. Both of these are endangered by sexism, law-breaking, and deceit. They are endangered by a business model that does not work for drivers. The exciting potential of Uber requires a culture of respect.

Immediate goals: Big changes are not easy. New leadership at the top and the new top policy for drivers are concrete steps. Changing an internal culture of sexism and disrespect is more difficult, and we will bring in teams of consultants to help us with this next step.


Wrap Up & Questions




KNOW YOU & SHARE



DEFAULT TO EMPATHY



NO 2D CONTENT IN 3D SETTINGS



THINK ABOUT YOUR PROCESSES

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