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?
The Problem Is...

Hard to have self awareness about our own tendencies

We are overconfident in our ability to understand others

In fact...

Arguments aren’t usually about correct facts; they are about conflicting perceptions, interpretations and values

Emotional Intelligence and the Meta Moment
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.

Are you lonely?
Tired of working on your own?
Do you hate making decisions?

HOLD A MEETING!

You can—
• See people
• Show charts
• Feel important
• Point with a stick
• Eat donuts
• Impress your colleagues
All on company time!

MEETINGS
THE PRACTICAL ALTERNATIVE TO WORK
Avoid the Twilight Zone

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<thead>
<tr>
<th>2D</th>
<th>3D</th>
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<tbody>
<tr>
<td>Facts</td>
<td>Discussion</td>
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<tr>
<td>Reading of Policies</td>
<td>Brainstorming</td>
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<tr>
<td>Task Lists</td>
<td>Sensitive Information</td>
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<tr>
<td>Not Tied to Business Objective</td>
<td>Important – Either urgent and/or Tied to Business Objectives</td>
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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
Wrap Up & Questions

Know You & Share

Default To Empathy

No 2D Content In 3D Settings

Think About Your Processes

Contact

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