Better Communication Skills

Dr. Alyson Lighthart
Division Dean for Math, Sciences, Health, and PE
Portland Community College, Cascade Campus

Communication and Leadership as a Way of Being

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Our goal:

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➔ **<u>Look</u>** at what goes "wrong" in our daily communications

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➔ **Examine** how we can instead communicate so that all parties feel heard.

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➔ **Look** at what goes "wrong" in our daily communications

➔ **Examine** how we can instead communicate so that all parties feel heard.

➔ **Explore** the impact of improved communication in all aspects of our lives

A look at the past...

A look at the past...

➜ What does "failed" communication look like?

A look at the past...
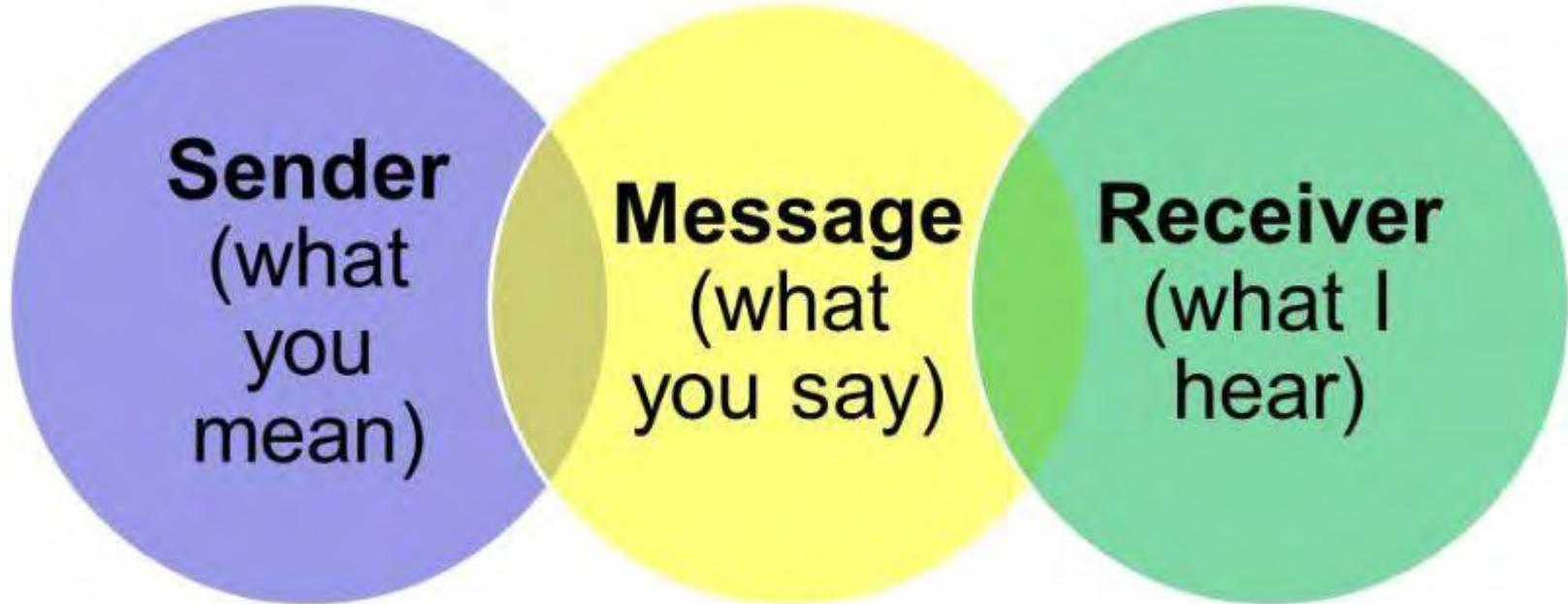
➔ What does "failed" communication look like?

A look at the past...

➔ What does "successful" communication look like?

A look at the past...

➔ What does "successful" communication look like?

A look at the past...

➔ What does "successful" communication look like?

Sender (what you mean)

Message (what you say)

Receiver (what I hear)

A look at the past...

➔ What does "failed" communication look like?

➔ What does "successful" communication look like?

➔ **What's the difference?**

A look at the future...

A look at the future...

➜ What *could* communication look like?

A look at the future...

➔ What *could* communication look like?
  - ● At work?

A look at the future...

➔ What *could* communication look like?
- ● At work?
- ● At home?

A look at the future...

➔ What *could* communication look like?
- At work?
- At home?
- With your colleagues?

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➜ What *could* communication look like?
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- At home?
- With your colleagues?
- With your boss(es)?

A look at the future...

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- At home?
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- With your boss(es)?

➔ *How* would you go about making that so?

The examination:

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➔ I postulate that all of this is made possible with the foundation of integrity
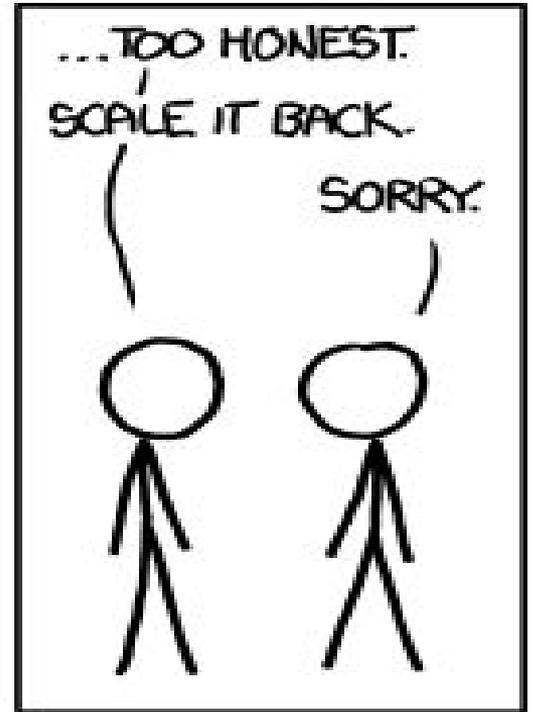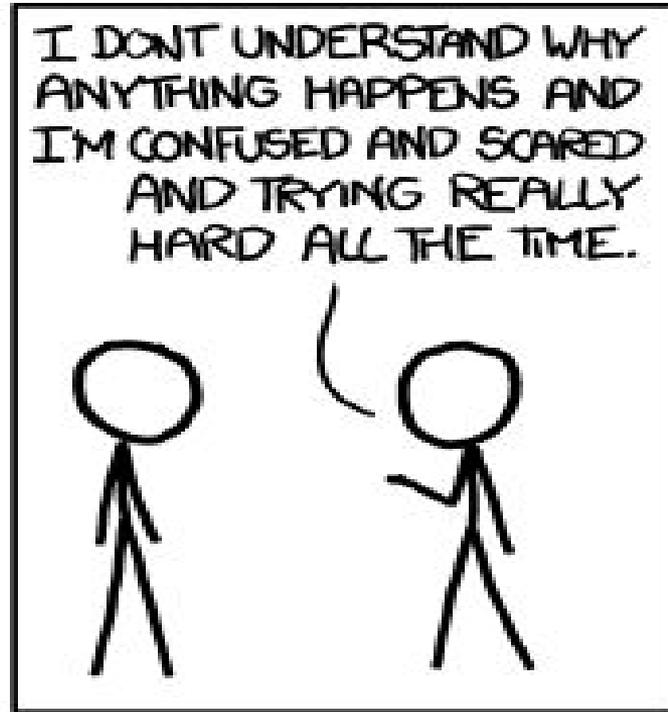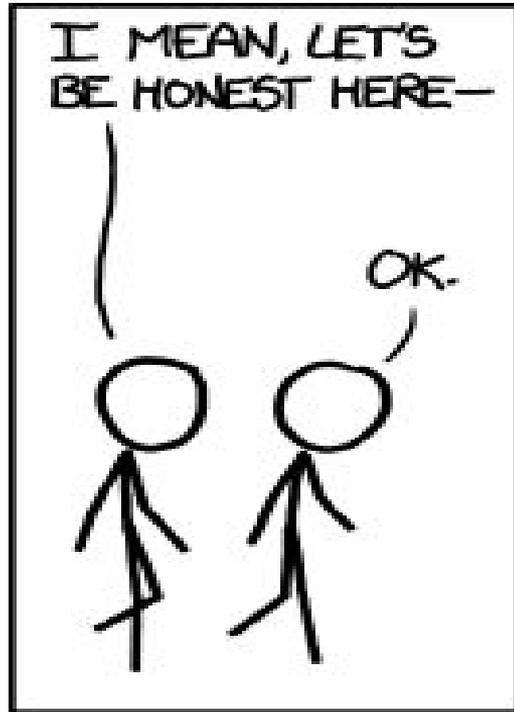
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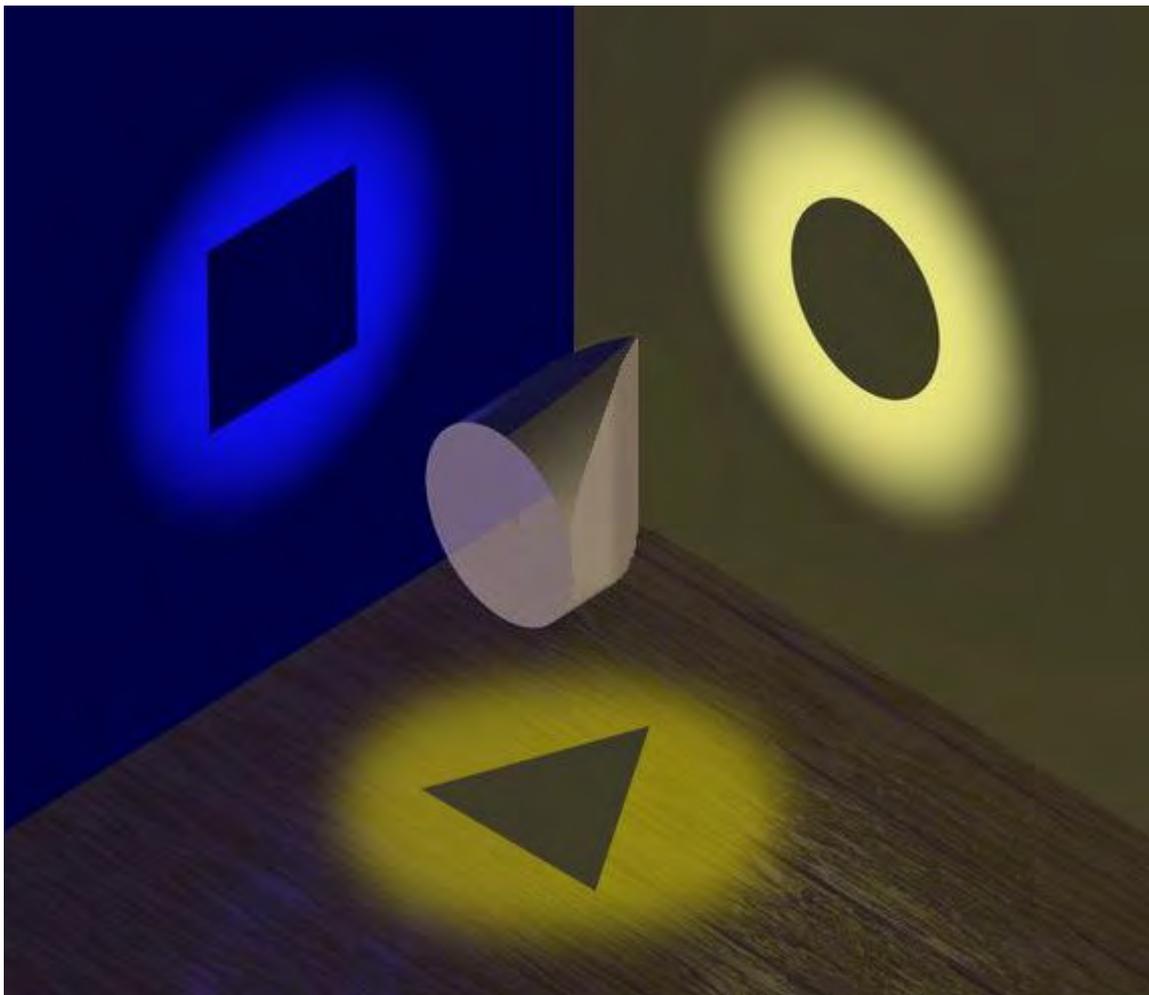➔ Definition (Merriam-Webster):

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    1. The quality of being honest and fair

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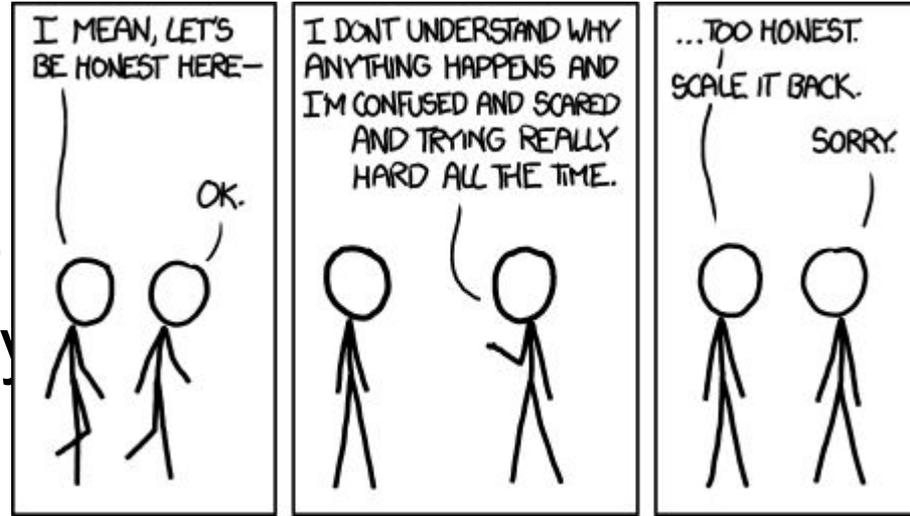
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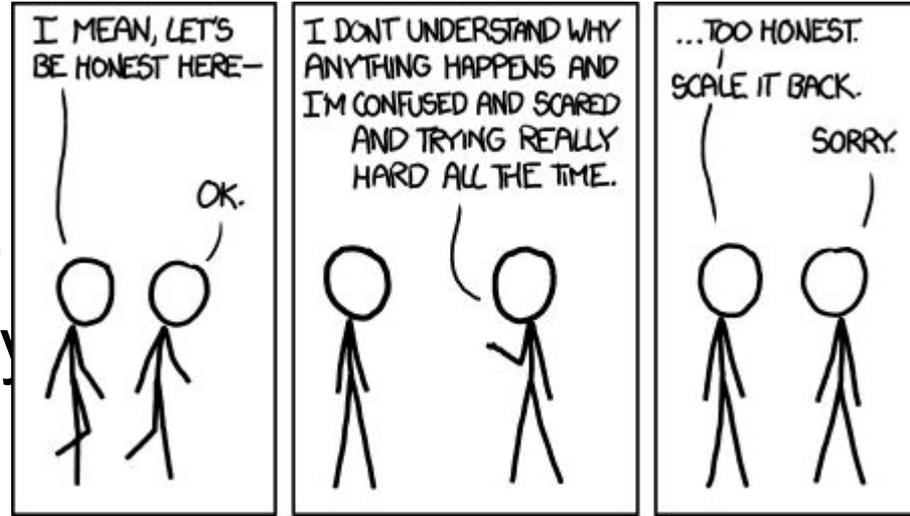
➔ Definition (Merriam-Webster):

1. ~~The quality of being honest and fair~~
2. The state of being complete or whole

Integrity

INTEGRITY
WITHOUT IT, NOTHING WORKS
Webinar with Professor Michael C. Jensen

➜ "Integrity for a person is a matter of that person's word, nothing more, and nothing less"

Integrity extends beyond what is said, and consists of...

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➔ Doing whatever you said you would (or would not) do

Integrity extends beyond what is said, and consists of...

➔ Doing whatever you said you would (or would not) do, and doing it on time

Integrity extends beyond what is said, and consists of...

➔ Doing whatever you said you would (or would not) do, and doing it on time
➔ Doing what you know to do

Integrity extends beyond what is said, and consists of...

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Integrity extends beyond what is said, and consists of...

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➔ Doing what you know to do, and doing it on time
➔ Doing what is expected of you to do

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➔ What you say is so (that your word matches evidence)
➔ What you say you stand for (is part of your word)
➔ Moral (social), ethical (group), and legal (governmental)

Integrity

Integrity, when lost...

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➔ We lose trust from others

➔ It diminishes our relationship with ourselves

➔ We're less productive, as individuals, and as organizations

➔ But it's approximately impossible to always be in integrity with our word, especially if it involves doing things *on time!*

➔ So what can we do???

Integrity

Integrity, honored!

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➔ "An individual is whole and complete when their word is whole and complete

Integrity, honored!

➔ "An individual is whole and complete when their word is whole and complete, and their word is whole and complete when they honour their word."

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➔ This can be done by:

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Integrity, honored!

➔ "An individual is whole and complete when their word is whole and complete, and their word is whole and complete when they honour their word."

➔ This can be done by:

1. Keeping your word, on time and as promised.
2. As soon as you know you can't keep your word, inform all the parties involved and clean up any mess that we've caused in their lives.

Integrity

Integrity restored, in four simple steps:

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2. Acknowledge what actually happened
3. Acknowledge the impact on the other person (and maybe also on you)
4. And say what you will put in place so that it won't happen that way again (and then put that thing in place immediately!)

Integrity restored, in four simple steps:

➔ Example:

   According to the schedule I was supposed to start this talk at 10:15 this morning, and I didn't start at 10:15. The impact is that we're running a few minutes behind schedule, and either we have less time for discussion or you have less time for lunch. What I will do next time is set an alarm on my phone for 3 minutes before start time, so I can end any other conversations in time to begin with you as promised, on time.

The exploration:

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➔ How is this a way of being (rather than a skill or tool)?

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➔ How might this new approach change the way things go for you at home or at work?

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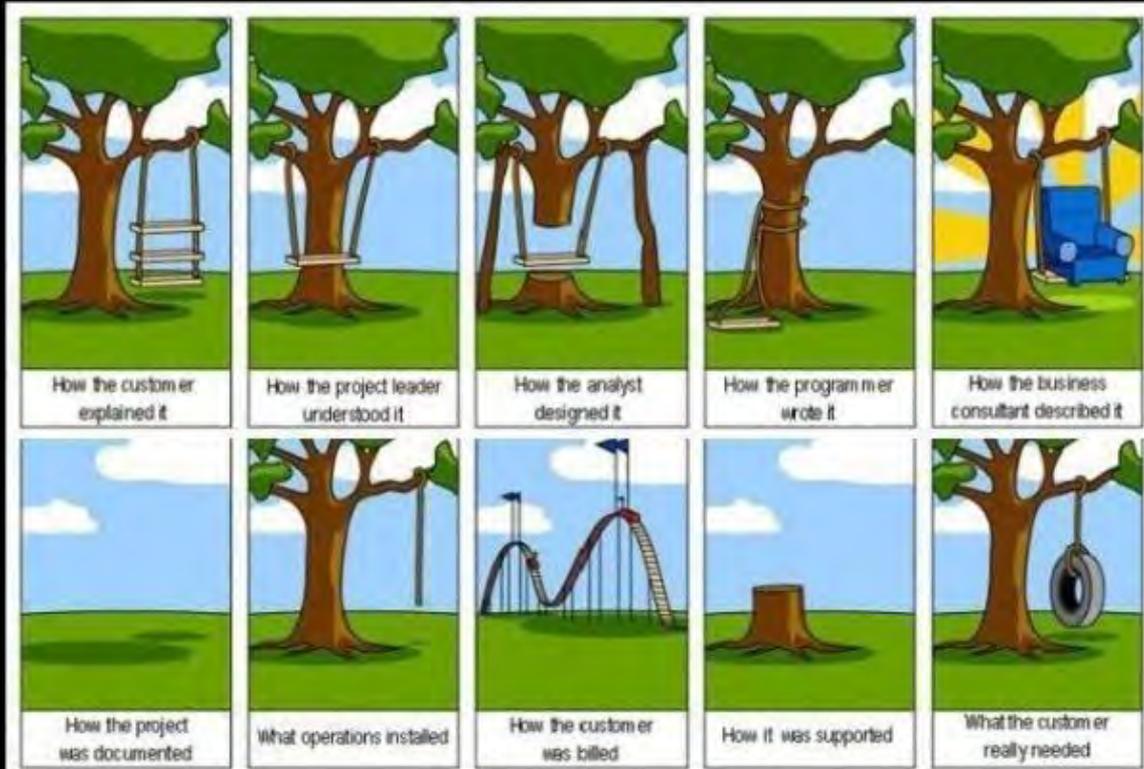➔ How would it result in all parties feeling heard?

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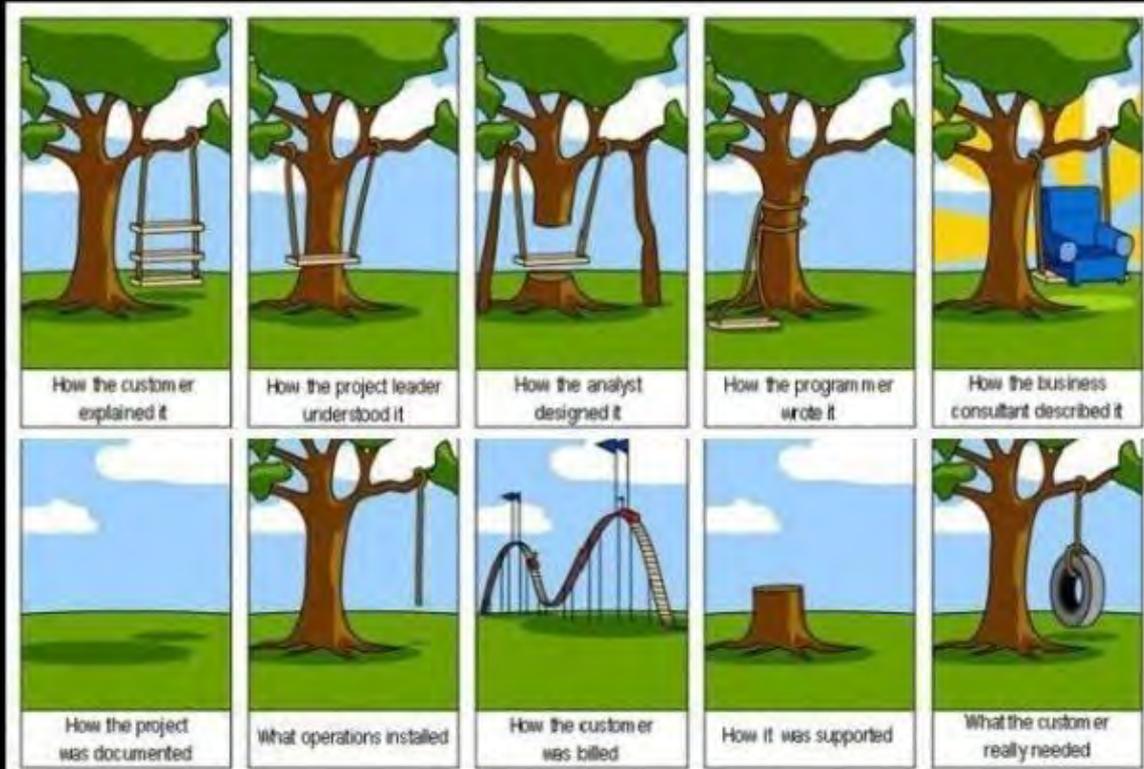➜ How could it improve productivity?

The exploration:

➔ How is this a way of being (rather than a skill or tool)?
➔ How might this new approach change the way things go for you at home or at work?
➔ How would it result in all parties feeling heard?
➔ How could it improve productivity?

➔ What might be the impact of improved communication in all aspects of our lives?

Any questions?

How the customer explained it

How the project leader understood it

How the analyst designed it

How the programmer wrote it

How the business consultant described it

How the project was documented

What operations installed

How the customer was billed

How it was supported

What the customer really needed

COMMUNICATION

sometimes people really should talk more