

Developing & Maintaining Professional Communications Skills

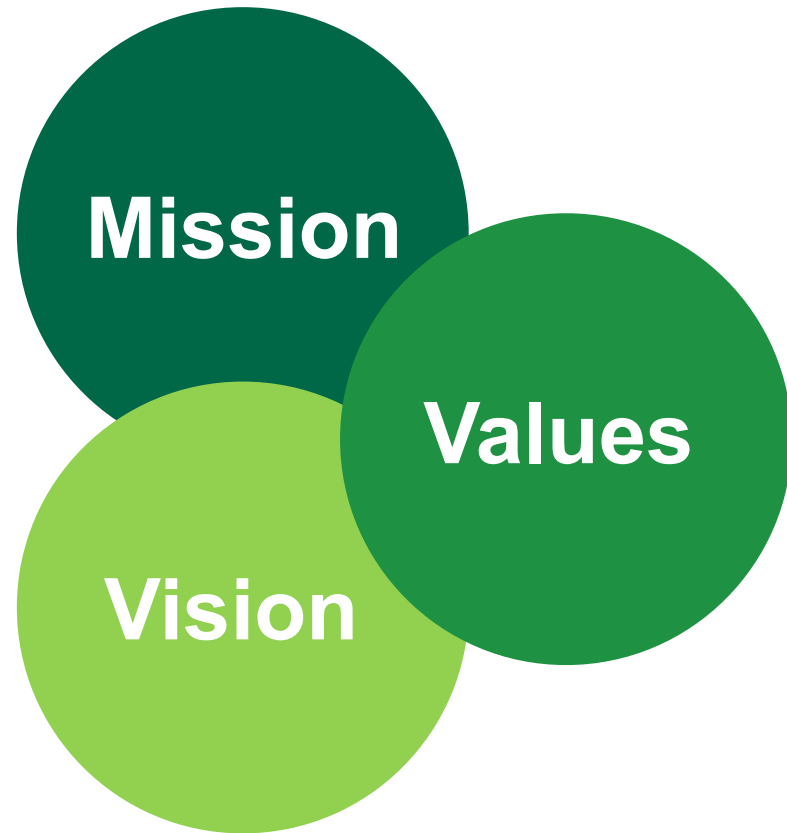
The single biggest problem with communication is the illusion that it has taken place.

- *George Bernard Shaw*

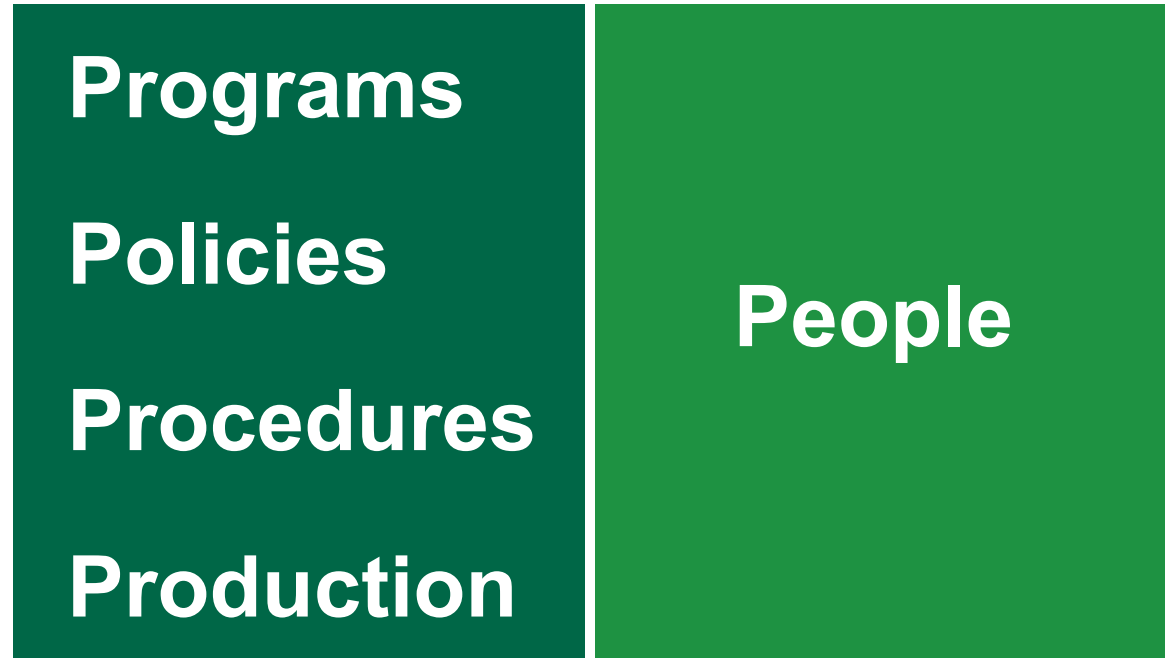


Why is any of this important?

Communications is no longer a “soft skill” – it’s a business function.



Easy



Hard

What you said...

- #1** How to: difficult people/conversations
- #2** How to communicate with boss/administrator
- #3** Working with different personalities/people
- #4** General professional communication skills
- #5** Time management skills
- #6** Stress management skills
- #7** (tied) What to do when advancement opportunities are non-existent; Software refresher – Excel, Outlook, new technology; Remote workplace discussion

Work from the inside >>> out

Starting with ourselves is important



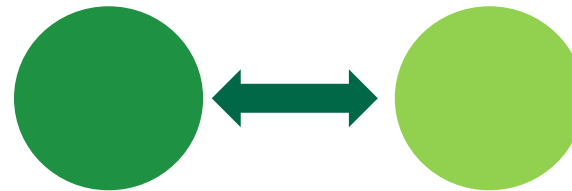
Strengths
Support needed



Show your boss
Set the example



Assess skills
Be authentic



See similarities
See differences

Work from the inside >>> out

Breaking our



Not looking when someone talks

Assumptions about others' motives

Immediately defensiveness

No barrier to others' emotions

Hyper-work mode

Gossip/constant venting

Building our



“Looping” listening skills

Use many ways to communicate

Build up ourselves/themselves

Give concise feedback

Give accurate feedback

Plan for time and stress

Be a communication leader



**Set your
own goal**

**Assessments:
self & workplace**

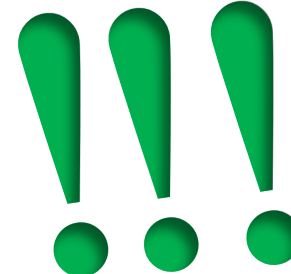
**What is the ideal
picture of work
communication?**



**Invest in
education**

**Formal: degrees,
certifications**

**Self-taught:
classes & more**



**Focus on
trust building**

Inspiring others

Reaching others

Listening & showing it

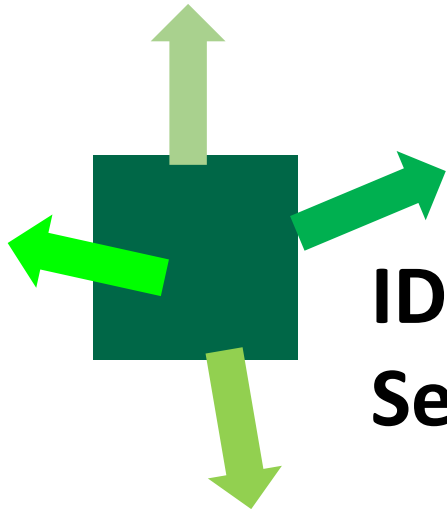
4 steps of effective communication



Have a message
Make it clear



ID audience
Assess their needs



ID distributions
Send sensibly



Assess success
Get feedback

Step 1: Clear message

- What is your action line?
- How concise are you?
- What acronyms are you using?
- Are you ready to say it?

Step 2: Know your audience

- What are they doing now?
- How do they learn?
- What backs up your message?
- Who else can help?

Step 3: Planned distribution

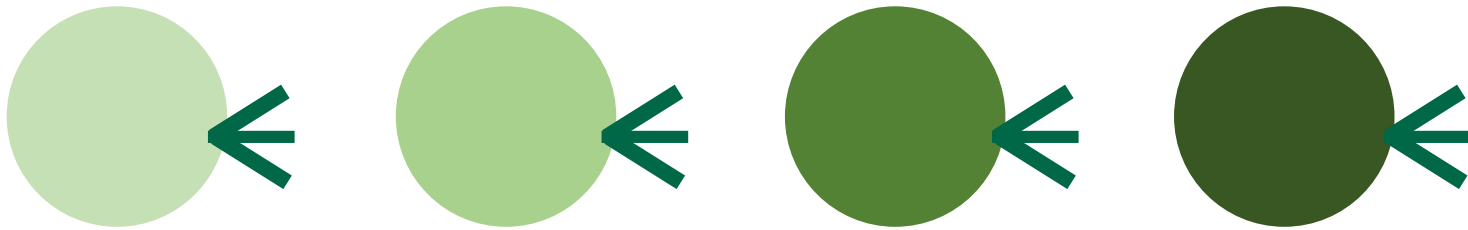
- What are their preferences?
- What are your resources?
- When does your message change?
- Are you overwhelming them?

Step 4: How did you do?

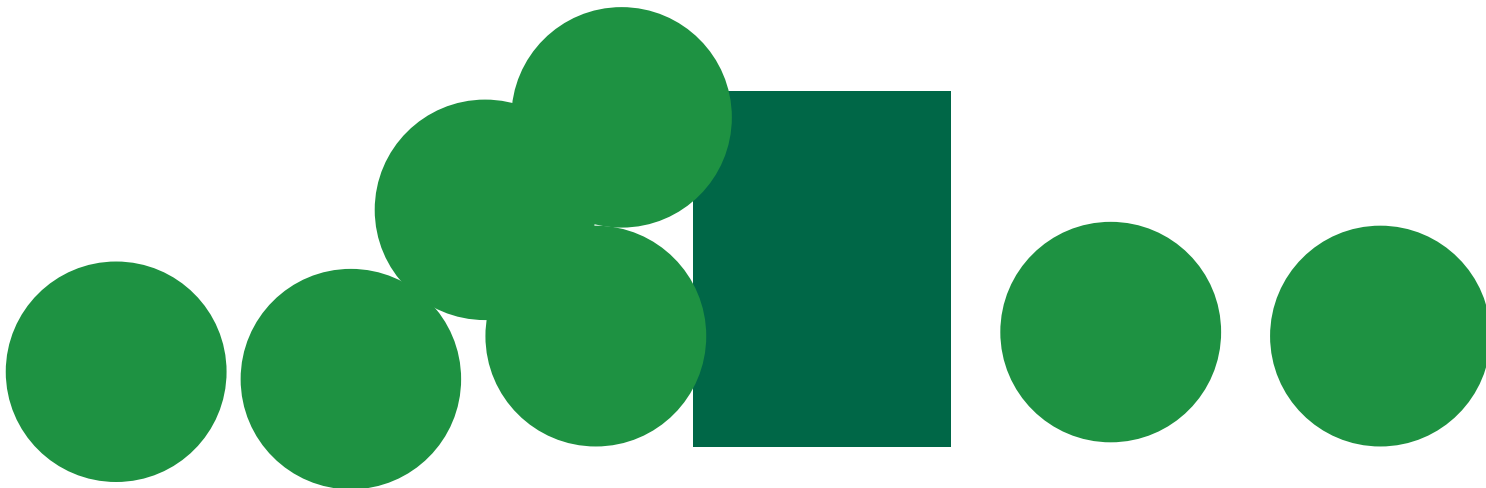
- Can you see the impact?
- Correction that keeps them in mind
- Can they talk through next steps?
- Are you keeping the focus?

Be prepared for change

Communication often shines the light on



Gossip



Stagnation

Communicating appreciation

- Showing, doing and saying
- You can do it every day
- Go up and down the chain of command

Communicating improvements

- Be honest and clear
- Keep it focused
- A recap always helps
- Show them your dedication

Communicating with your boss

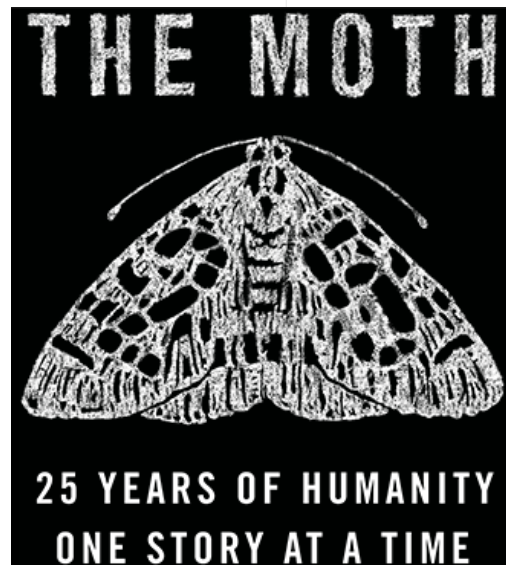
- You're the boss of your communication
- Approach them in their way
- Show your expertise

Resources that might help!

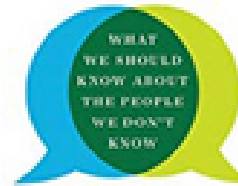
Dealing with difficult/different people



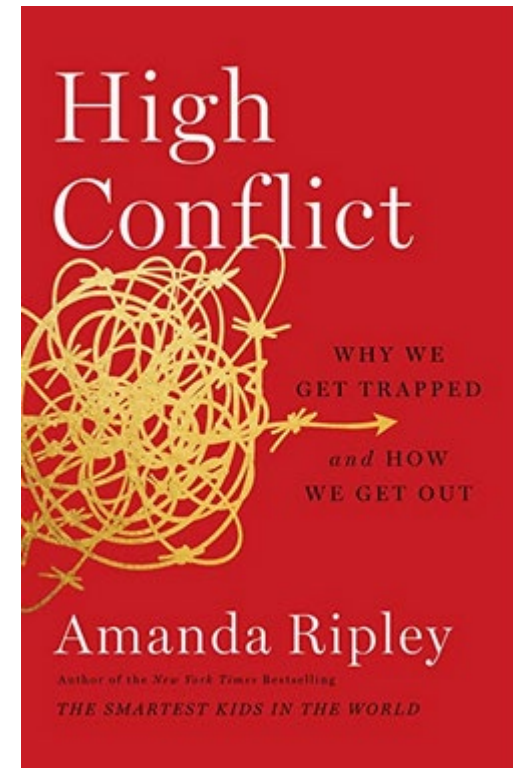
Episode 7: When People are Obstacles



Talking
to
Strangers

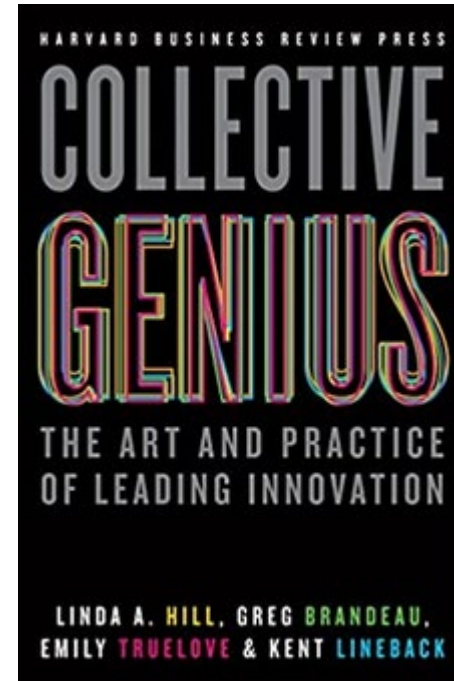


Malcolm
Gladwell



Resources that might help!

Connection with your boss



HBR IdeaCast

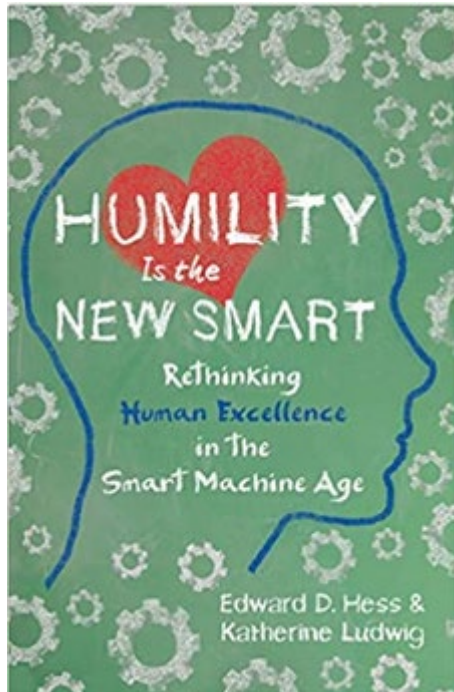
6 days ago

Working with Colleagues: Should You Collaborate or Compete?

Resources that might help!

Education/support for self

<https://idea.unt.edu/employee-resource-groups>



About me

- UNT alumna (1st gen)
- Husband also an alum
- Journalist for 17 years
- Three cats, six chickens
- Former UNT spokesperson
- Communication nerd
- Let's talk!

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