

“Harmony through Teamwork”

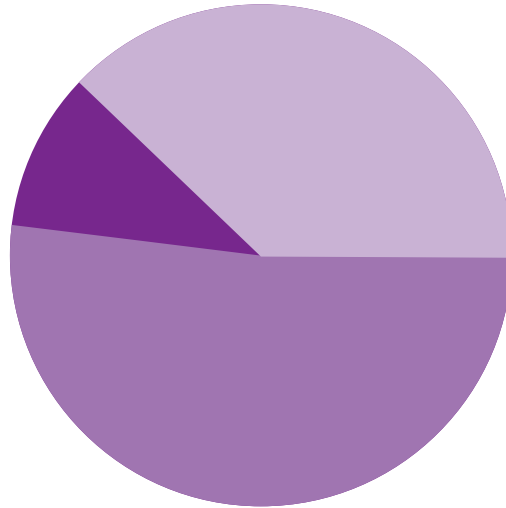
Presented by Jan Horton Spence

COMMUNICATION WHEEL

1.

2.

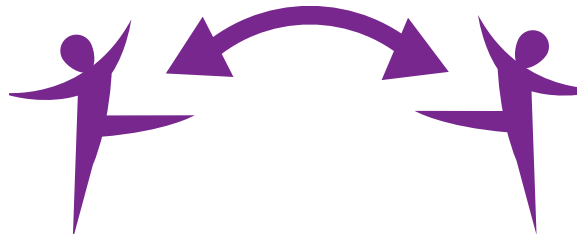
3.



What challenges do you have in your business with teamwork and communication both internally and externally?

What impact has this had on your business – customers, suppliers, partners, employees?
What is the impact on you personally?

ARC:



1. Agree on A

2. Agree on R

3. Agree on C

PET COMMUNICATION TIPS!

PHONE - *Is this the best communication method for this issue?*

- Prepare what you want to say before you make the call so that you leave a concise voicemail message with a clear “call to action” and time frame.
- If you find yourself rambling on a voicemail, stop and re-record with a more concise message.
- Don’t be too concise by just leaving “It’s Juan. Call me.” Give the reason for calling.
- Repeat your phone number slowly and repeat it twice. Don’t assume that the person has you on speed dial.
- Avoid “phone tag” by stating your availability (a window of time) to receive the return call.

EMAIL - *Be like a reporter – Who? What? Where? When? Why? How?*

- Use spell-check; it’s there for a reason!
- Avoid using ALL CAPITALS; avoid overuse of words like “URGENT!” or “IMPORTANT!”; avoid overuse of punctuation!!!! Or emoticons :) ;P!
- Always reread your email before sending. Did you follow the ARC method? Is all of the information included for the recipient to send a thorough reply?
- Use “CC” feature when appropriate, but think carefully about who should be included.
- Be cautious of using “Reply to All” when only one or two people are in need of a response. Know when to start a new email thread when a subject has changed.
- Be concise and to the point. Determine if email is the appropriate communication method or does this warrant a phone call, Skype or text?
- Include a “call to action” – what would you like the reader to do based on this email?
- Use bullet points and separate paragraphs to make reading a longer email easier.

TEXT – *Is this the best method of communication for this issue?*

- Use this for short pieces of information that need to be delivered quickly.
- In most cases, a text will interrupt the person you are sending it to, so is this message urgent? Would an email be sufficient?
- Remember to sign your text message with your name as not everyone will have your phone number in their contact list.
- Even though casual text messaging language often uses “short cut” phrases, are you being professional in your approach?
- Are you clear in your request and the time frame needed for a response?
- Did you give enough information in the text for someone to respond thoroughly?
- Don’t send a text after you’ve left a voice message, unless it’s urgent. Consider that you’ve already interrupted them once already!
- Double-check grammar if you are using a voice-to-text feature to make sure the message was typed correctly.