

Effective Professional Communication

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Communication

The process of stimulating meaning in the mind of a receiver through verbal and nonverbal means.

1. Communication is verbal and nonverbal
2. You cannot *not* communicate
3. Communication expresses content and relationship
4. Meanings are in people
5. Communication is a learned skill



Top qualities employers want

1. Ability to work in a team
2. Verbal communication skills
3. Decision-making & problem-solving skills
4. Ability to obtain and process information
5. Ability to plan, organize, and prioritize work



How will I help you today?

1. Teams
2. Conflict
3. Feedback
4. Listening
5. Speaking
6. Meeting
7. Emailing



Let's start by thinking about the ultimate team player

Teams

Team Cohesion

Shared goals

- Similar aim/mutual satisfaction

Making progress toward goals

- Progress = cohesion; stagnation = disjointed

Shared norms

- Thrive on diversity; wither with divergent values

Minimal threat among members

- Security in status and wellbeing



Team Cohesion

Interdependence among members

- Members need one another to satisfy goals

Competition from outside the team

- External threats = team draws closer

Shared team experiences

- Weathering storms/sharing successes = increased cohesion

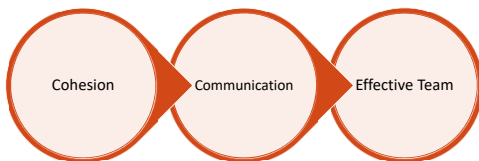


What is your team missing?

1. Shared goals
2. Making progress toward goals
3. Shared norms
4. Minimal threat among members
5. Interdependence among members
6. Competition from outside the team
7. Shared team experiences



Handout: Evaluating your team's communication effectiveness



Conflict

Approaches to Conflict

Handout: Your Conflict Management Style

1. Avoiding- avert/bypass
2. Accommodating- give in
3. Competing- zero sum approach
4. Collaborating- working together to meet the needs of both parties
5. Compromising- each party sacrifices



Feedback

Constructive feedback...

1. Is descriptive, not evaluative
 - "Your report was clear and well organized."
2. Focuses on behavior, not personal characteristics
 - "Slow down a bit to help you reduce errors."
3. Is specific, not general
 - "I couldn't hear you from where I was sitting."
4. Is appropriately timed, not delayed or left to chance
 - "Let's get together at 2pm to talk about your progress."
5. Is offered, not imposed
 - My reactions to your report could help you prepare for next week's meeting.



What're the big takeaways?

1. Cohesion predicts success
2. Effective communication is key
3. Recognize options for responding to conflict
4. Keep feedback constructive





Please return in 10 minutes.

Listening- Self assessment



Listening Styles *Handout*

- 1. Relational listening**
 - Concerned with emotionally connecting
 - Interested, non-judgmental
 - Overly involved, internalized, lose ability to assess quality of information
- 2. Analytical listening**
 - Hear details, analyze issue
 - Can see a range of perspectives, systematic thinking
 - Time consuming, difficulty responding
- 3. Task-oriented**
 - Interested in getting the job done
 - Efficient, fast-paced
 - Perceived as aggressive and non-empathetic
- 4. Critical listening**
 - Evaluate and assess quality
 - Investigative
 - Perceived as nit-picky



Listening more effectively

- Listen to understand
- Talk and interrupt less
- Ask (sincere) questions
- Paraphrase
- Attend to non-verbal cues
- Take notes



Speaking

Speaking basics

1. **Content**
 - Informative or persuasive – goal focused
2. **Organization**
 - Clear and logical
3. **Delivery**
 - Practiced and enjoyable



Speaking with confidence

1. Accept nervousness
2. Speak more often
3. Rehearse
4. Focus on your topic & the audience
5. Think rationally



Meetings

When (Not) to hold a meeting

1. The matter could be handled by phone
2. A memo or email could achieve the same goal
3. Key members are unavailable
4. Participants don't care
5. There isn't enough time
6. Members aren't prepared
7. Fewer people can handle the issue
8. The decisions have already been made



Email

Business Email Etiquette Basics

Professionalism

- Non-business content, jokes, forwards

Subject field- the window to your email

- Short, clearly articulates topic
- Typos, all caps, all lower-case = unprofessional/spam

Formality

- Communicate as though it's on your company's letterhead
- Black text, standard font, full words and phrases. This is not texting with a friend.

Addressing

- Courtesy- Hello Mr. Andrews, Dear Ms. Jones
- Take note of titles (Dr. Mr. Ms.)



Business Email Etiquette Basics

To and From

- Contact's name and your name formally typed (not all caps/lower case)
- Cc when associates know each other and need to have the same information
- Bcc when people do not know each other or privacy is important

Reply All

- Only when absolutely necessary

Formatting

- Avoid bold, color, images, etc.
- Caught as spam, doesn't display well

Previous email

- Only when related



Business Email Etiquette Basics

Edit your replies

- Reply point by point

Common courtesies

- Intros and sign-offs are a staple on professional communication
- Grammar and punctuation matter

Signature line

- Name, title, company name, website link

Respond promptly



What're the big takeaways?

1. Listening is a skill
2. Speaking with confidence is key
3. Make meetings matter
4. Email requires etiquette



Thank you!

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