



Efficient Workplace Communication: Strategies for Success

Plaza Home Mortgage® Clients

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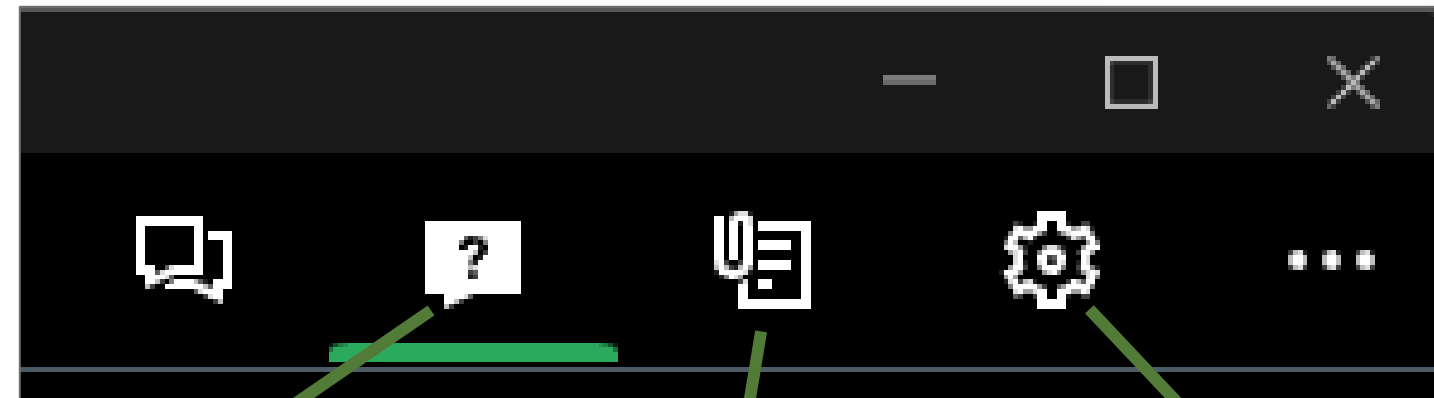


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Presenter



Katie Rinehart
Training Specialist

Agenda



Moving from effective to more efficient communication

Communication preferences, styles, and situations

Active listening across communication channels

Best practices for effective emails and inbox efficiency

Key takeaways

Communication Frequency Poll

Which types of communication do you use most frequently in your day-to-day work? (Choose 2-3)



Email



Instant
messaging/
chat



Virtual
meetings



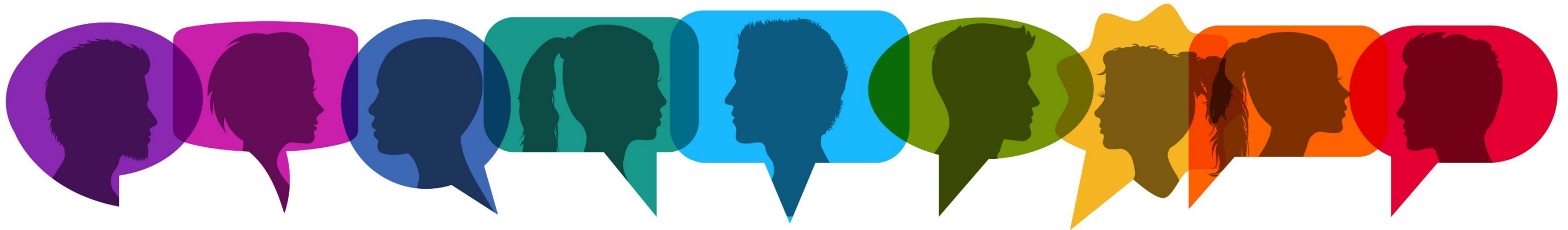
Phone
calls



Face-to-face
meetings

Effective and More Efficient Communication

Effective communication is the process of successfully exchanging information, ideas, opinions, or other types of messages between two or more people, resulting in mutual understanding.



Taking this further, efficient communication means using communication skills to increase our day-to-day business efficiency

Why is it Vital in the Workplace?

What percentage of employees say a lack of effective collaboration and communication is the main cause for workplace failures?

Lower?

80%

Higher?

86%

Teams who communicate effectively may increase their productivity by as much as 25%

Communication Preferences, Styles, and Situations



Communication Preferences



What is your preference of communication method?

What do others you communicate with prefer?

Observe and Adapt to Communication Styles

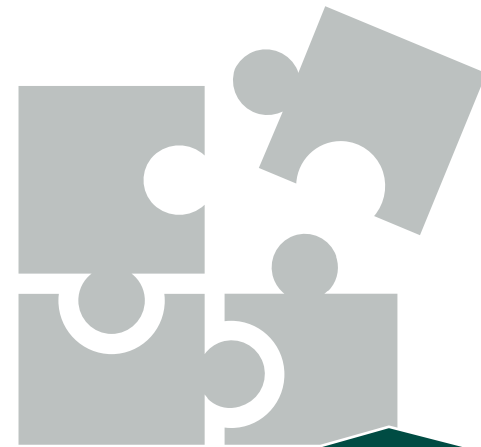


Communication Situations and Purposes

Consider the method and style of communication based on the given situation



Announcement of information



Planning and strategy



Innovation and brainstorming



Sharing feedback

Active Listening Across Communication Channels



Active Listening Techniques



Active Reading in Online Communication

Scan the email entirely to see the scope of the full message

Be present in the conversation, without starting a reply in your head

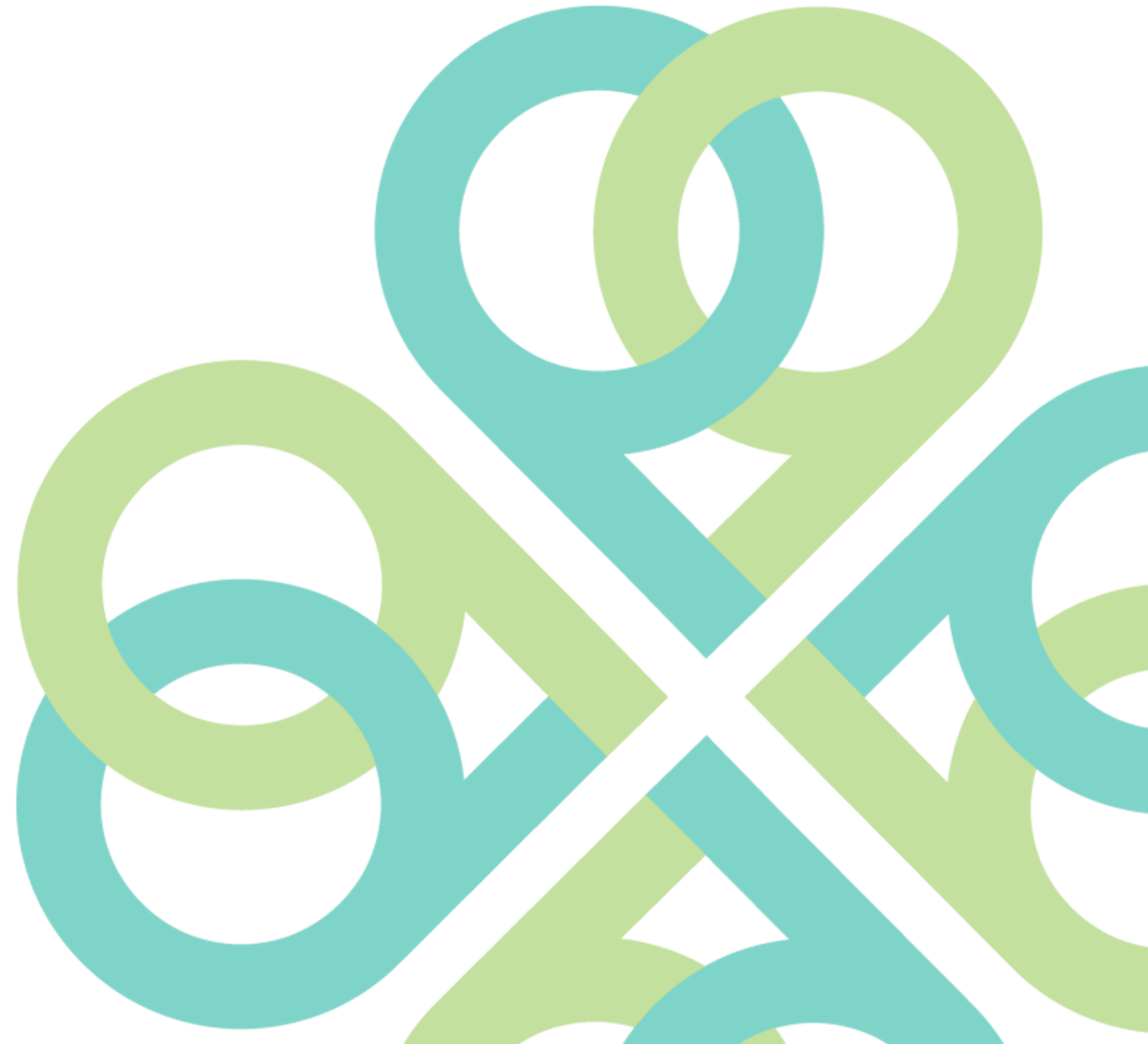
Be generous, yet discerning, with the tone to reveal subtext

Ask yourself these questions...

- What is the sender sharing and why are they sharing it?
- What is the mood and urgency of this message?
- What cares, concerns, or priorities am I hearing?
- What questions and actions am I seeing?
- What is my best response?



Effective Emails: Best Practices and Tips



Effective Email Best Practices

Understand your audience

Set a goal for the email

Important information in subject line – searchable

Make the text easy to read with the main point first

Provide clear instructions - bullet points and highlight call to action



Effective Email Best Practices

Proofread for message, tone, and typos

Recognize your temperament when composing emails

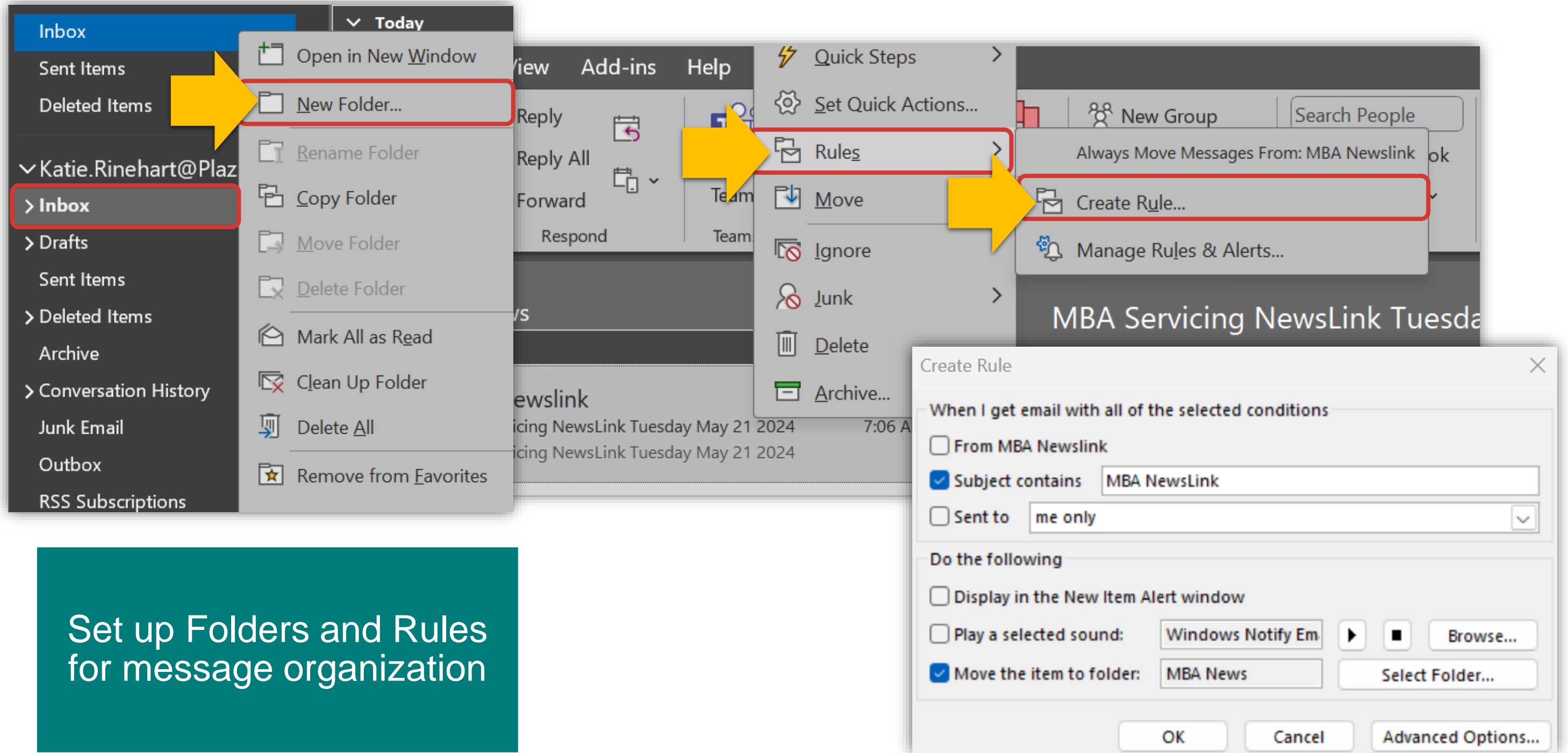
One content area per email

One email thread for the same topic

Recognize when a meeting is more efficient – and email follow-up



Inbox Efficiency Tips



The screenshot illustrates the process of setting up folders and rules in Outlook. It shows the left-hand navigation pane with the 'Inbox' folder selected. A context menu is open over the 'Inbox' folder, with 'New Folder...' highlighted. A second context menu is open over the 'Rules' option, with 'Create Rule...' highlighted. A third dialog box, 'Create Rule', is shown in the foreground, with the following settings:

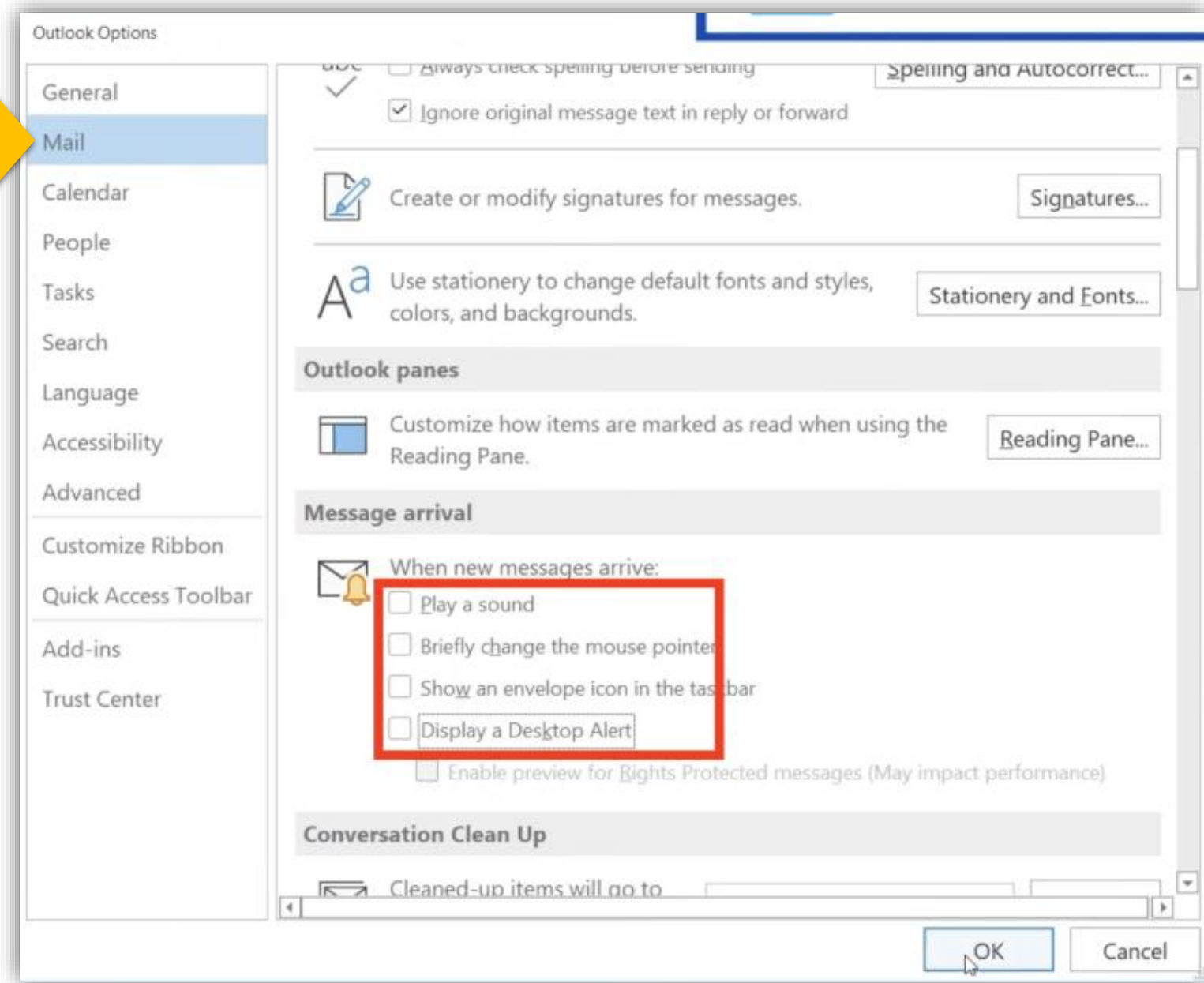
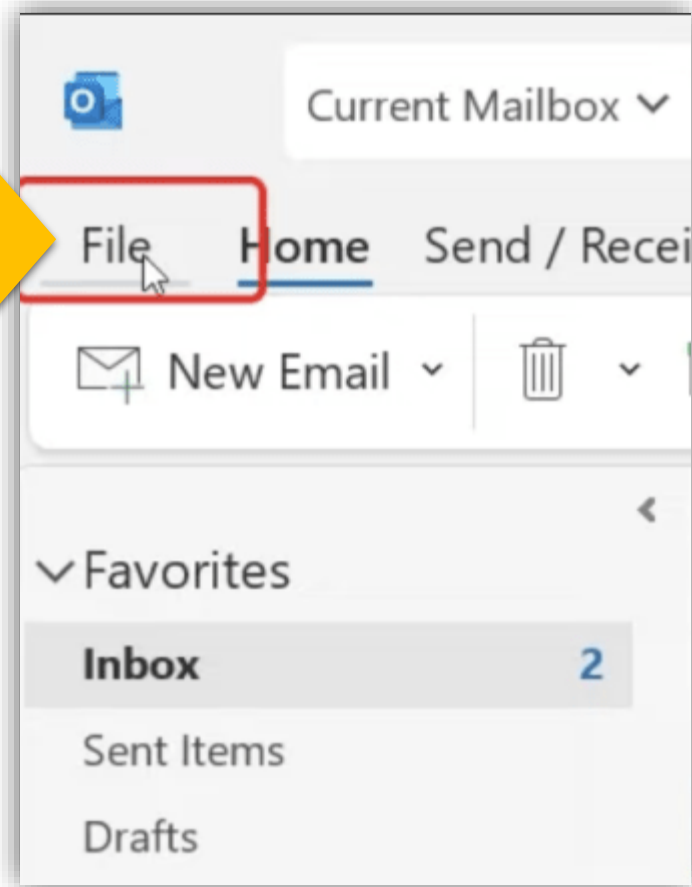
- When I get email with all of the selected conditions**
 - From MBA Newslink
 - Subject contains
 - Sent to
- Do the following**
 - Display in the New Item Alert window
 - Play a selected sound:
 - Move the item to folder:

Buttons at the bottom of the dialog include 'OK', 'Cancel', and 'Advanced Options...'. Yellow arrows in the screenshot point from the 'New Folder...' option to the 'Rules' option, and from the 'Rules' option to the 'Create Rule...' option.

Set up Folders and Rules for message organization

Inbox Efficiency Tips

Know how to turn on/off email notifications as needed



Reflect



Take a minute to think about one thing you will takeaway after this session today...

Recap



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Thank You for Attending!



Share in the questions box
a key takeaway from today's session

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