Build Your Professional Communication Toolkit



CommuniKate Solutions

COMMUNICATION SPECIALIST

GOALS FOR TODAY:

- REVIEW COMMUNICATION **SKILL** TOOLS FOR THE WORKPLACE
- THE ROLE ACTIVE LISTENING PLAYS IN THE WORKPLACE
- THE CONNECTION BETWEEN COMMUNICATION AND TRUST
- THE FOLLOW UP AND FOLLOW THROUGH
- YOUR COMMUNICATION TOOLKIT



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TOOL #1: ACTIVE LISTENING

- ACTIVE LISTENING
  - FULLY FOCUSING ON THE SPEAKER BEFORE RESPONDING
  - ASKING CLARIFYING QUESTIONS
  - READ-BACK: REFLECTING OR SUMMARIZING KEY POINTS TO ENSURE UNDERSTANDING
  - AVOIDING INTERRUPTIONS AND DISTRACTIONS



TOOL #1: ACTIVE LISTENING

- LISTENING TO UNDERSTAND (NOT RESPOND)
  - WHAT IS THE PERSON REALLY SAYING?
  - NO JUDGEMENT, NO DEFENSE, NO QUICK REACTIONS
  - REPEAT BACK TO THE LISTENER
  - SUPPORTIVE RESPONSES

TOOL #1: ACTIVE LISTENING

ACTIVE LISTENING TECHNIQUES

Verbal

"What I am hearing is..."
"I understand..."
"Thank you for sharing..."
"I appreciate you coming to me..."
"I will follow up by..."

Non-Verbal

Eye Contact
Softer Body Language
Confirming facial expressions
and responses

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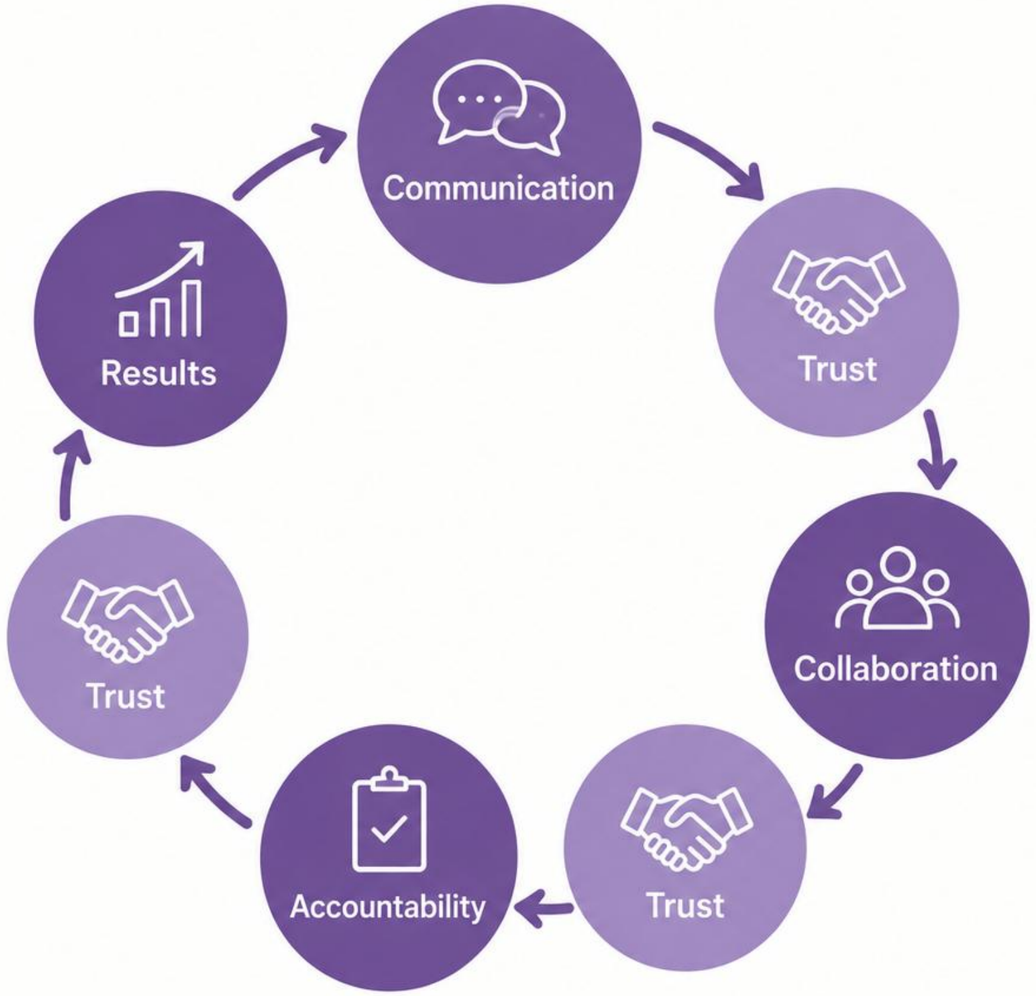
TRUST FORMS HERE



TOOL #2: TRUST

- EXPLAIN THE **WHY**
- TRUTHFUL, ACCURATE INFORMATION
- CONSISTENT COMMUNICATION
- EMPATHETIC COMMUNICATION
- BUILD CONNECTIONS ACROSS TEAMS

TOOL #2: TRUST


Communication
Trust
Collaboration
Trust
Accountability
Trust
Results

TOOL #3: FOLLOW UP AND FOLLOW THROUGH

- SHOWS OWNERSHIP
- BUILDS TRUST AND CREDIBILITY
- KEEPS COMMUNICATION MOVING

TOOL #3: FOLLOW UP AND FOLLOW THROUGH

FOLLOW-UP: CHECKING IN, PROVIDING UPDATES, SEEKING CLARIFICATION, OR RECONNECTING AFTERWARDS.

FOLLOW-THROUGH: COMPLETING COMMITMENTS AND DELIVERING ON PROMISES. KEEPING YOUR WORD.

THE COMMUNICATION CHALLENGE

- GROUPS OF 2-4
- WORK TOGETHER TO DETERMINE HOW YOU WOULD RESPOND:
  - **WHAT CLARIFYING QUESTIONS WOULD YOU ASK?**
  - **HOW DO YOU ENSURE CLEAR COMMUNICATION AND FOLLOW-THROUGH?**
  - **WHERE DOES TRUST PLAY A ROLE?**
  - **WHAT TOOLS DO YOU NEED TO RESPOND WELL?**

THE COMMUNICATION CHALLENGE RECAP

- WHAT CLARIFYING QUESTIONS WOULD YOU ASK?
- HOW DO YOU ENSURE CLEAR COMMUNICATION AND FOLLOW-THROUGH?
- WHERE DOES TRUST PLAY A ROLE?
- WHAT TOOLS DO YOU NEED TO RESPOND WELL?



WHAT ADDITIONAL TOOLS DO YOU *WANT* IN YOUR TOOLKIT?

QUESTIONS & CONVERSATION





THANK YOU!

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