

Crafting An Effective Communication Culture That Inspires & Motivates



Tom Fulmer

Process & Performance Improvement Architect
BizBabble LLC
321.477.1004
Tom@BizBabble.com

Communication Culture in the workplace significantly affects your employees' performance, motivation, engagement, and overall business success. Organizations that encourage and implement an open, honest, and solutions-focused communication culture will enjoy the benefits of happy and satisfied team members.

Communication



Learning Objectives

- ❑ Identify current obstacles and barriers to effective & positive communication at work both in office and with remote team members
- ❑ Understand the behavior styles that are most challenging and the ones that present opportunities for improving communication
- ❑ Identify and define action items that can lead to short term and long-term improvements
- ❑ Sayings & Quotes people misinterpret or misuse daily that create challenges for themselves and others



Obstacles & Barriers

“You cannot BEWARE of something until you are AWARE of it”

A screenshot of a Google search interface. The search bar contains the text "obstacles and barriers to effective & positive communication at work". Below the search bar, there are tabs for "All", "Images", "News", "Videos", "Shopping", and "More". The "All" tab is selected. Below the tabs, it says "About 174,000,000 results (0.65 seconds)". Below that, it says "Showing results for obstacles and barriers to effective *and* positive communication at work". Below that, it says "Search instead for obstacles and barriers to effective & positive communication at work". Below that, it says "Common Barriers to Effective Communication". Below that, there is a list of two items: "Dissatisfaction or Disinterest With One's Job. ..." and "Inability to Listen to Others. ...".

obstacles and barriers to effective & positive communication at work

All Images News Videos Shopping More Tools

About 174,000,000 results (0.65 seconds)

Showing results for obstacles and barriers to effective *and* positive communication at work

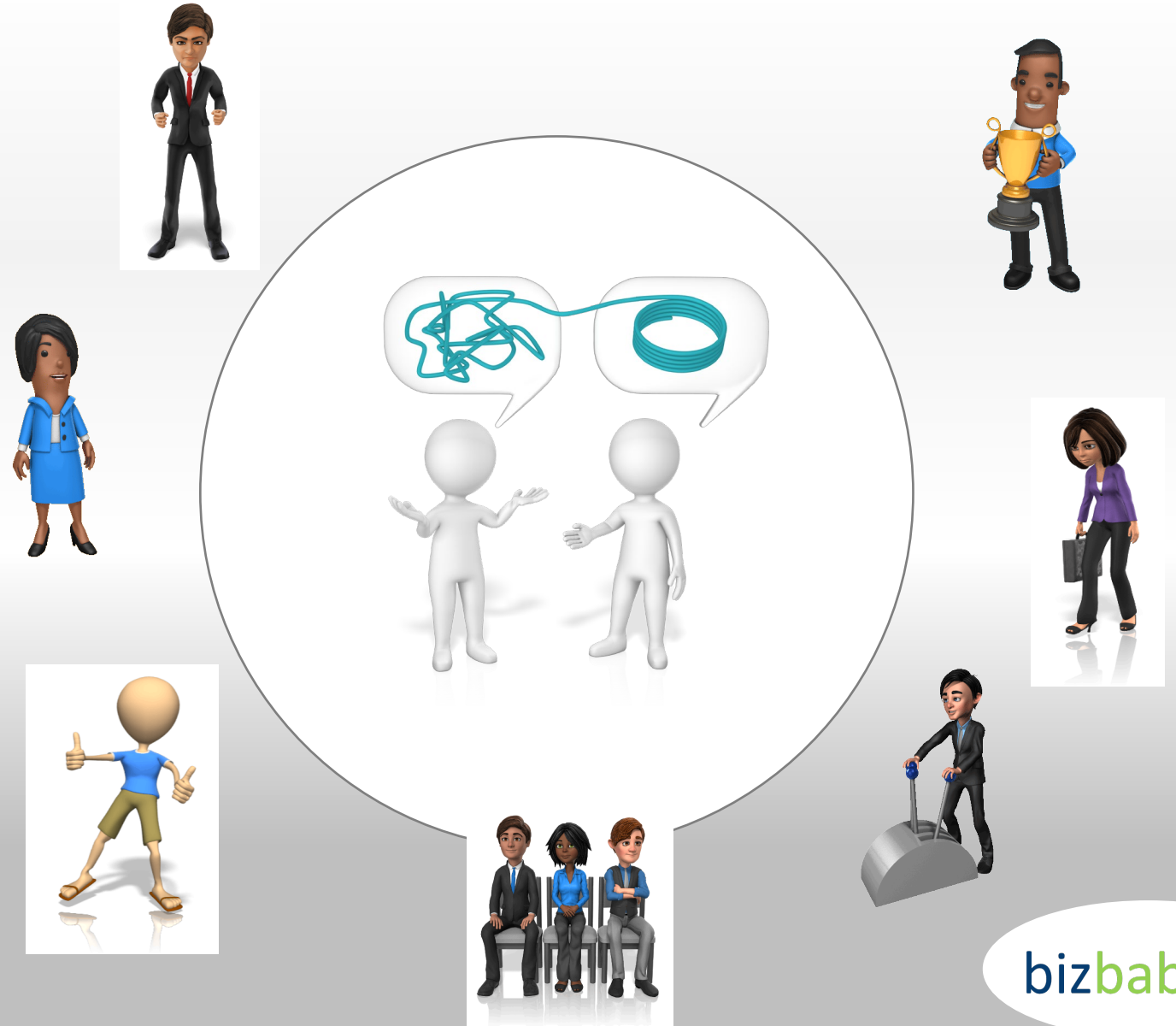
Search instead for obstacles and barriers to effective & positive communication at work

Common Barriers to Effective Communication

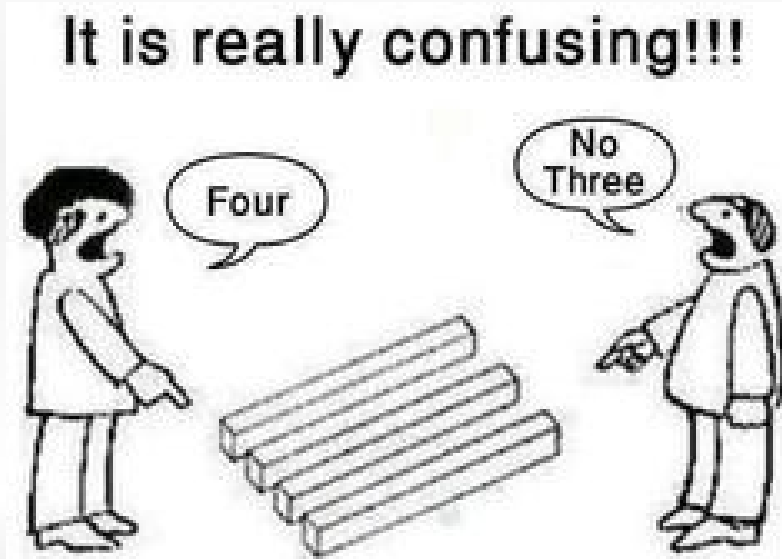
- Dissatisfaction or Disinterest With One's Job. ...
- Inability to Listen to Others. ...

Obstacles & Barriers

- Different Communication Styles
- Past Negative Experiences affecting future expectations
- Conflicting behavior styles/personality types
- Attitude, emotional intelligence, maturity
- Wrong job for the person
- Competing priorities & expectations



Obstacles & Barriers



After reading the sentence, you are now aware that the the human brain often does not inform you that the the word 'the' has been repeated twice every time.

You that read wrong.

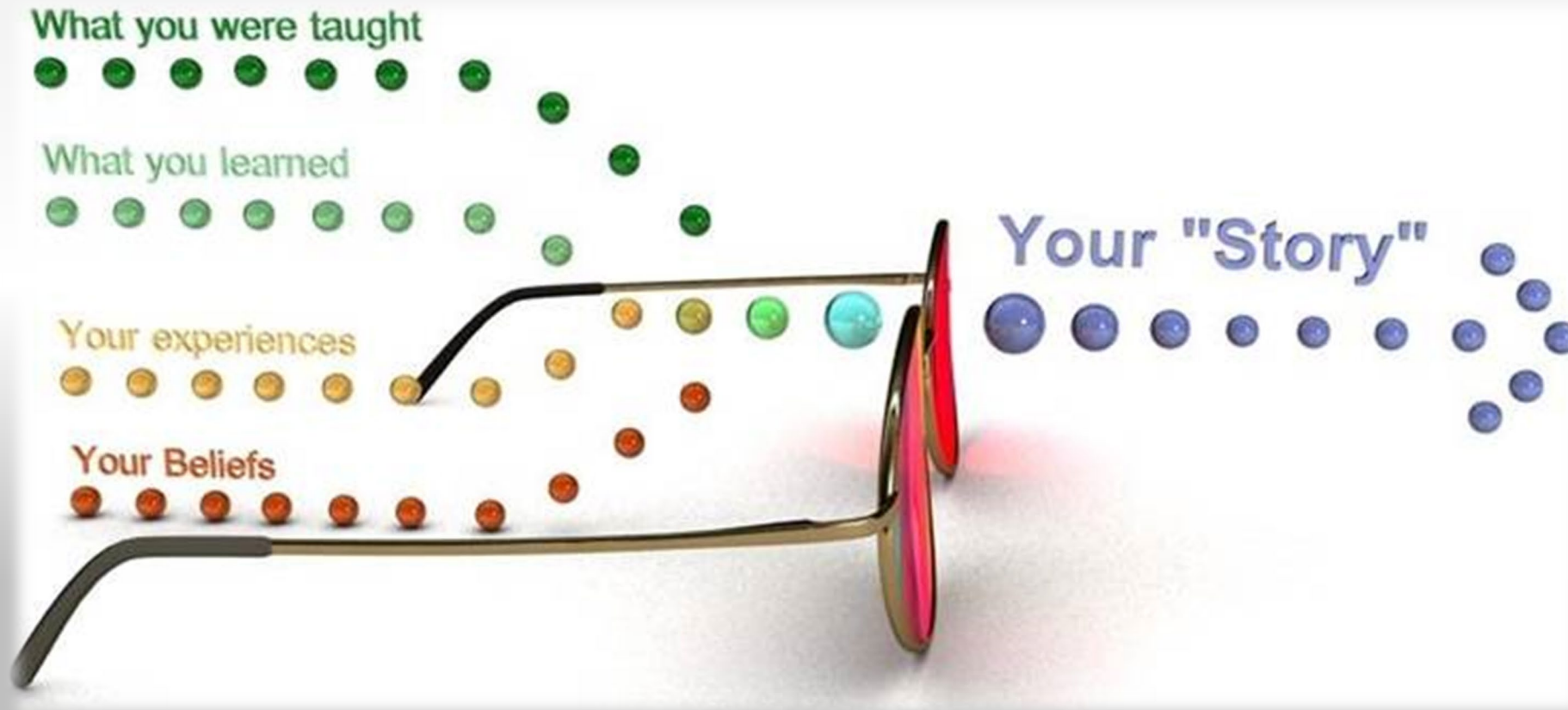
Obstacles & Barriers

- Business Systems & Processes
- Lack of Rewards, Recognitions, and Incentives that the employee values
- Work Conditions / Environment
- Professional and Personal Development
- Change Management
- Clear vision and goals – individual and organizational



How Do We See The World?

As it Is...Or...As we are?



What Influences People?

People have some basic needs and wants.

- Beyond food, shelter, clothing, they **NEED**

- They **want** to be understood.
- They **want** to feel appreciated.
- They **want** to feel important.
- They **want** to feel comfortable.
- They **want** to feel loved.
- They **want** to feel in control.
- They **want** to feel respected.



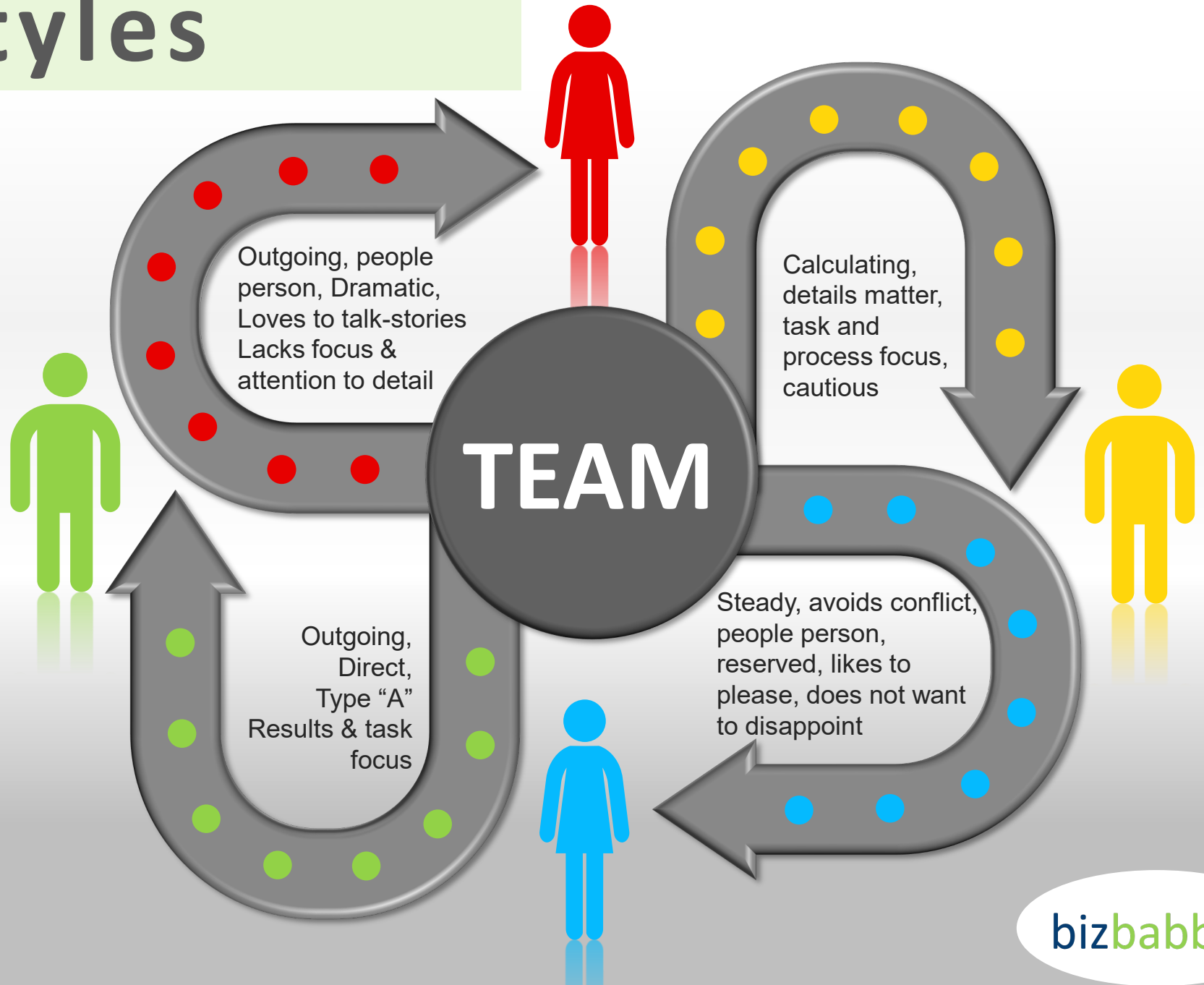
Behavior Styles

Some behavior styles are complimentary; some create conflict.

Ever had to deal with Difficult people?

Was one of those difficult people you???

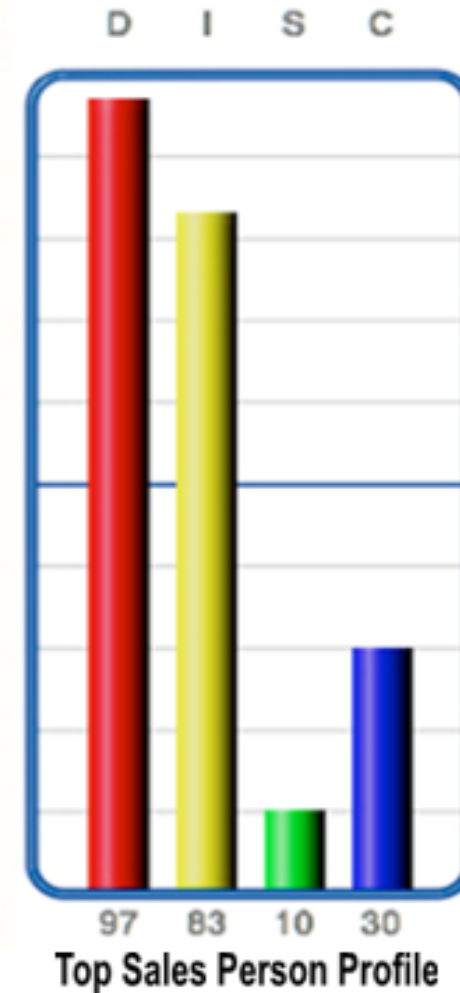
Know your team dynamics.



Behavior Styles

Quick Reference Guide to Reading People

Style / Things to Observe	D Dominant / Demanding	I Inspiring / Involved	S Steady/ Supportive	C Calculating/ Cautious
How they like to do things	The FAST way	The FUN way	The TRADITIONAL way	The PROPER way
Their typical personal to decor	Large desk, useful accessories, awards/trophies	Flashy, trendy, lots of pictures, conversation pieces	Family pictures, personal mementos, nothing flashy	Unique, functional, neat and tidy
Typical body language	Stem, Big gestures, advancing, leans in,	Expressive, friendly, open, attention wanders	Small and Gentle gestures, quiet,	Controlled gestures, unemotional, observational
Speech patterns	Direct, to the point, abrupt, challenging	Talkative, loud, easily distracted, self-focused	Conversational, warm tones, friendly, listens more than speaks, speaks slower	Asks questions, monotone, logical, dry humor
Their process/what they want to know	What?	Who?	How?	Why?
What they look for in others and situations	Results Action	Fun Spotlight	Friendly people Integrity	Facts Details



Sayings & Quotes: How you can do better...

do unto others as
you would have them
do unto you
❧❧❧

*"Do unto others as...
They would have
done unto them"*

If you can't say
anything nice,
don't say
ANYTHING at all ...
AND DON'T WRITE IT
ON facebook EITHER!

*If you cannot find
anything nice to
say...
Then you are not
looking hard
enough!*

Why?
Because...
I Said So!

Why? That's a great
question.

I'll Try...
What does this mean to you?
The person saying it?
Others who overhear?

BONUS: How to A.C.T
Acknowledge. Clarify. Transform.

“NOTHING is
going to CHANGE,
unless SOMEONE does
something SOON.”

– Dr. Seuss

Thank You!

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Your Questions



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