

FRPA ANNUAL CONFERENCE

# VISION POSSIBLE

AUGUST 31 - SEPTEMBER 3, 2020

## Staff Communication; Control, Filters and Perceptions

*Presented by:*

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Supporting CommUnity

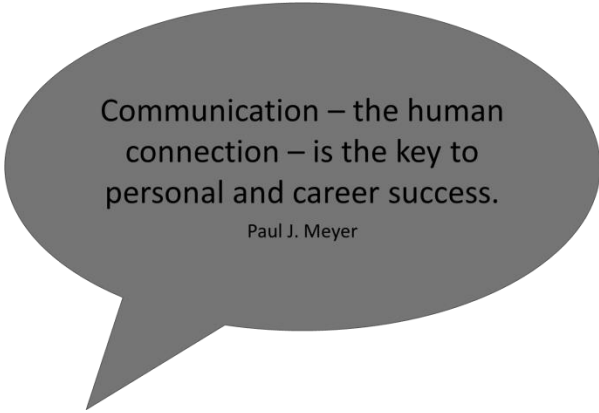
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Communication – the human connection – is the key to personal and career success.

Paul J. Meyer

## Control:

Leadership - The word “lead” originally meant “to set in motion”, “to accompany someone”

- How you approach communication will be affected by the task at hand and the needs of employees.

## Communication Styles -

Directive - The leader makes decisions and informs the staff accordingly. This form of leadership is useful with “immature” employees and when implementing strategic decisions. The leader is interested in the employee’s opinion so that decisions can be made on the selective integration basis of that information.

Cooperative - The leader is an “equal among equals”. The leader seeks solutions together with “mature” employees. They prefer to work towards aligning team members’ values and getting agreement.

Non-Directive - The leader delegates a comprehensive task package to employees. The competent (mature) employees pursue the set of objectives in a solution-oriented manner. This can be confusing if the goals and objectives are not clearly communicated.

*What situation would benefit from the various communication/leadership styles?*

*Pros:*

*Cons?*

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## Filters:

- Neuro-Linguistic Programming
  - Delete – Distort – Generalize

“Metaprograms...the keys to the way a person processes information” Tony Robbins

1. Language
2. Memories
3. Values
4. Attitude
5. Life Experiences
6. Beliefs
- 7.
- 8.

Two of the most influential filters –

1. Culture
2. Generational Experiences

### **Silent or Traditionalist (1930 – 1945)**

#### **Communication:**

\* formal \* hard copy \* face-to-face \* authority \* gender



### **Baby-Boomers (1946 – 1964)**

#### **Communication:**

\* in person \* team oriented \* optimistic \* prefer questions to work toward solutions \* open to communication alternatives



### **Generation X (1965 – 1979)**

#### **Communication:**

\* skeptical \* independent \* direct \* immediate communication

Work to Live

## Gen Y/Millennials (1980-1996)

### Communication:

\* texting \* participative \* creative \* email \* want to be included

## Gen Z

### Communication:

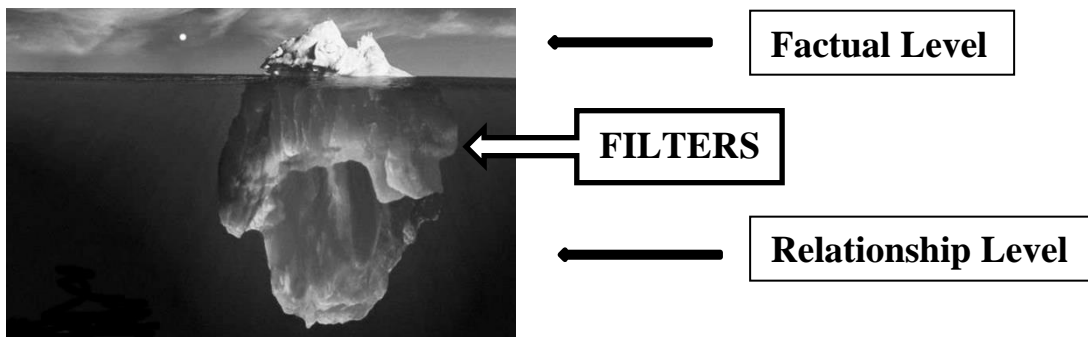
\* social media \* feedback \* honesty and integrity \* face to face for important conversations

A MUST for good communication success with Gen Y is to make certain expectations are explicit versus implicit.

L.A. Hoffner

## Perceptions:

Every communication consists of a factual and a relationship level. The successful outcome of a conversation depends on appreciation at the relationship level.



### Getting it Right

- When communicating, stay focused on your goals to avoid reacting emotionally.
  - What is the purpose of this conversation?
- Create safe conversations by showing the other person you value their opinions.
  - The key to helping people feel safe is to listen to what they have to say.
- Use the STATE method to resolve conflict when it arises.
  - The important thing is if you want to be effective in the crucial conversations of life, you need to work to a real solution. whatever it may be.

The difference between the right word and the almost right word is the difference between lightning and lightning bug. Mark Twain

## Four “Ear” Communication Model

- Factual - This receptive channel is mindful of the content of a message. “What’s it about?” “What’s the matter?” or “What precise information do we have at our disposal?” Many recipients tend to pounce on the factual side of the message, attempting to discover its meaning solely in a discussion of the facts.
- Self-Revealing - This channel is an important ear for leaders and their staff because it can discern hidden information in a message. “What is my employee/boss trying to tell me?” or “What is my employee’s/boss’s real concern?”
- Affiliation - This receptive channel is widespread. Accusations or allegations are perceived in messages where there are none. This ear hears messages in terms of “How is he dealing with me?” Some employees are oversensitive to this receptive channel. As a result, neutral messages may be interpreted as personally derogatory—with the corresponding consequences.
- Appeal - Employees who seek recognition and always seek to show their best side tend to interpret messages with this ear. They hear a challenge in a neutrally worded statement in the sense of “What should I do?” The danger is that because of their overzealousness they may miss important information

**Rationale Based Leadership**

**versus**

**Emotional Based Leadership:**

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*Is evaluating leadership styles important to you? Why or why not?*



### Four Basic Areas of Leadership:

Empty box for notes on the four basic areas of leadership.

## Control Part 2:

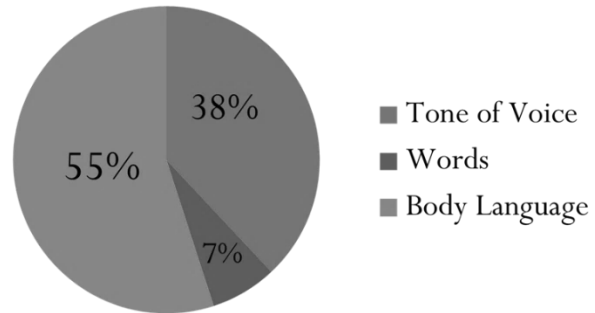
### Communication Success

- Concise
- Complete
- Conversational
- Clear
- Considerate
- Confidence
- Check

### Communication and Conflict

- ✓ **Choosing Success**
- Choose Atmosphere
- Heed Non-verbal's
- Avoid Obstacles
- Focus on I-Statements
- Listen Actively
- Opt for Detachment

Face to Face



### Communication Action Plan

Empty box with four checkmarks on the left side for an action plan.



Follow Lori on her social media sites and leave a comment about this session for a chance to win the resource certificate.

