

Stepping Up to Management Leadership Development Programme

LISTEN & COMMUNICATE

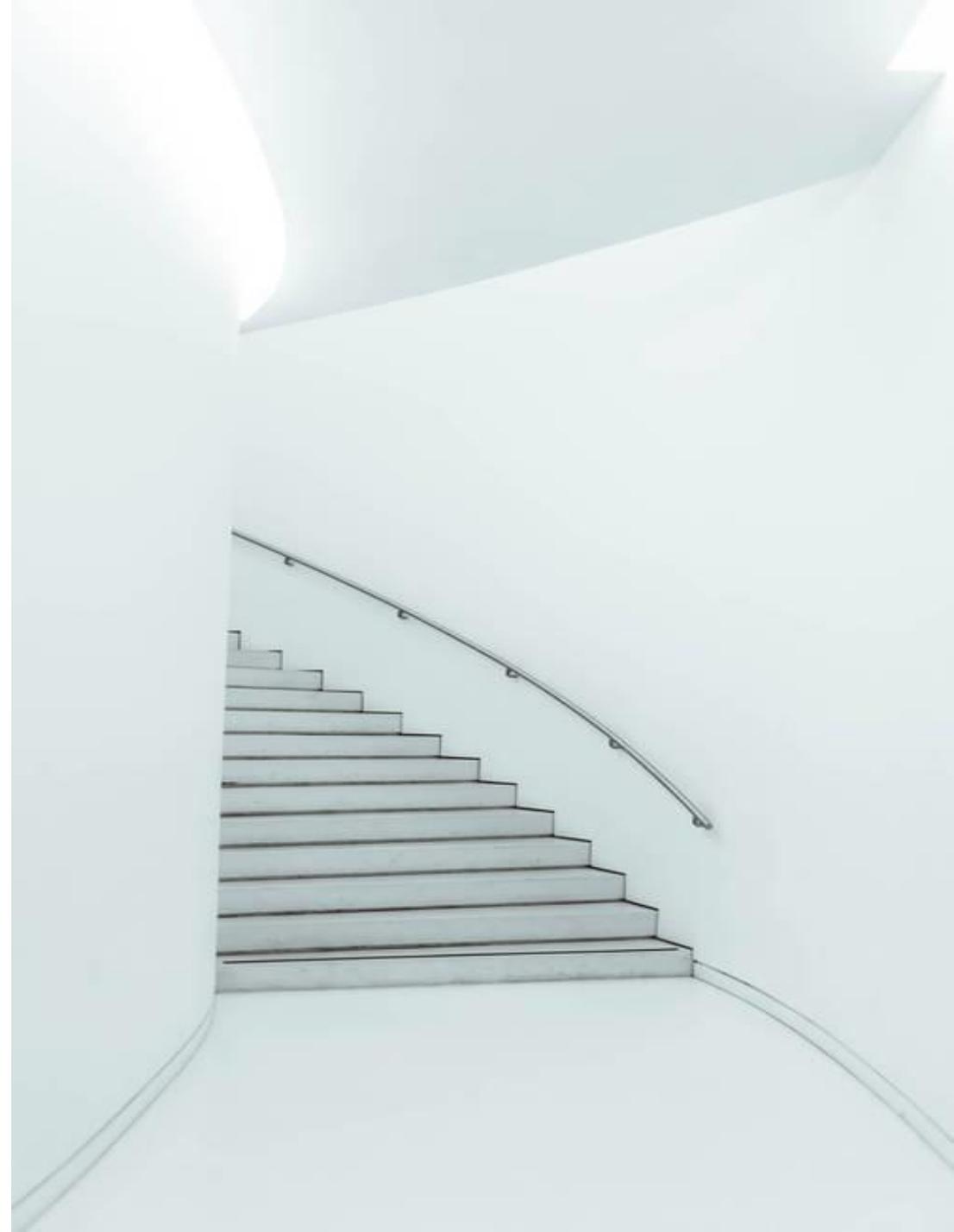
**MORGAN
SINDALL**

INFRASTRUCTURE



Agenda

- Review
- What is effective communication?
- Clearly communicating a task
- Listening skills
- Insights communication preferences
- Managing misunderstandings







Communicating

What are **your**
experiences of where
communication has
gone **wrong**?



Manager

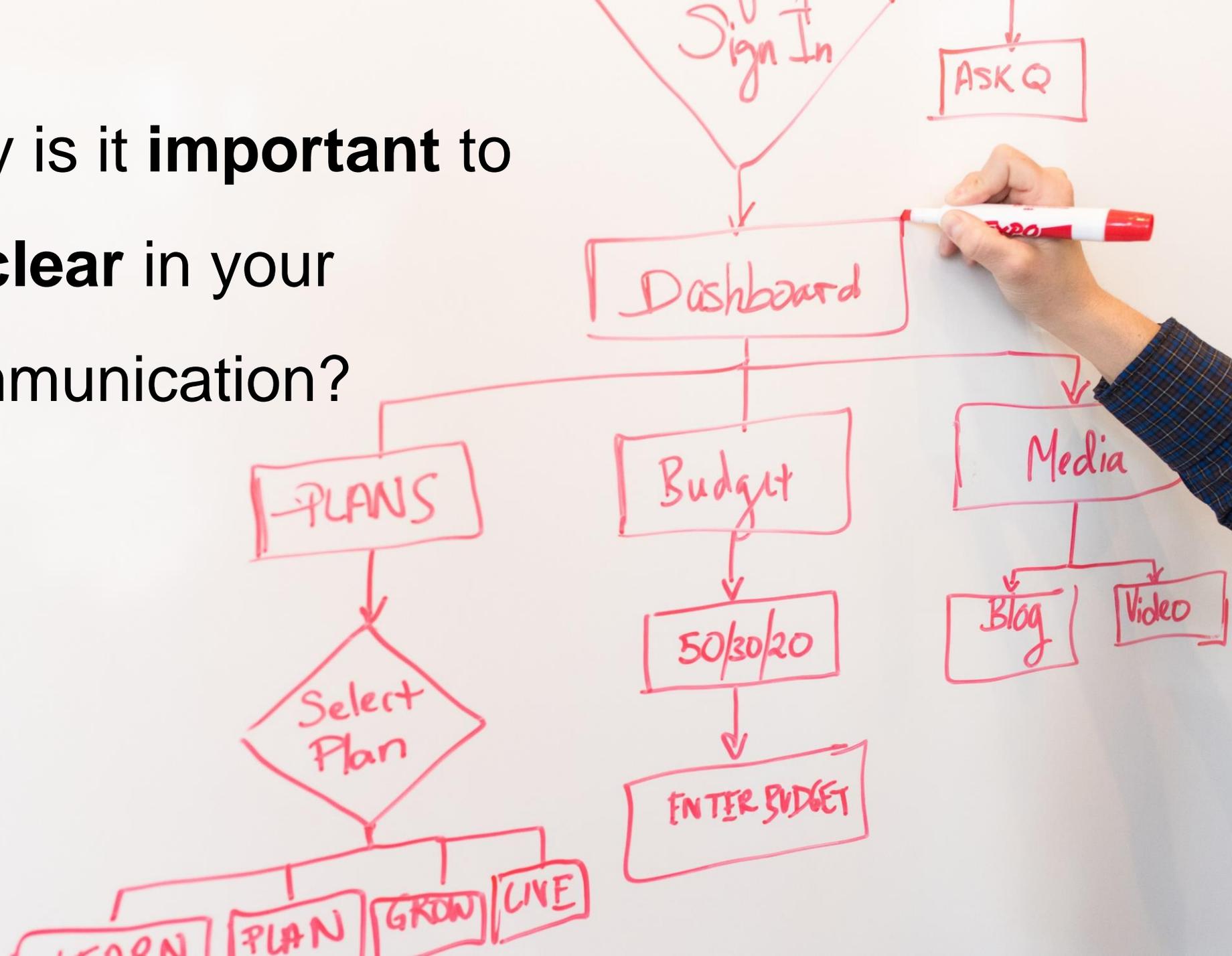
**Team
Member**

Stakeholder

Client

**In teamwork, silence
isn't golden, it's deadly.**
- Mark Sanborn

Why is it **important** to be **clear** in your communication?





A



B



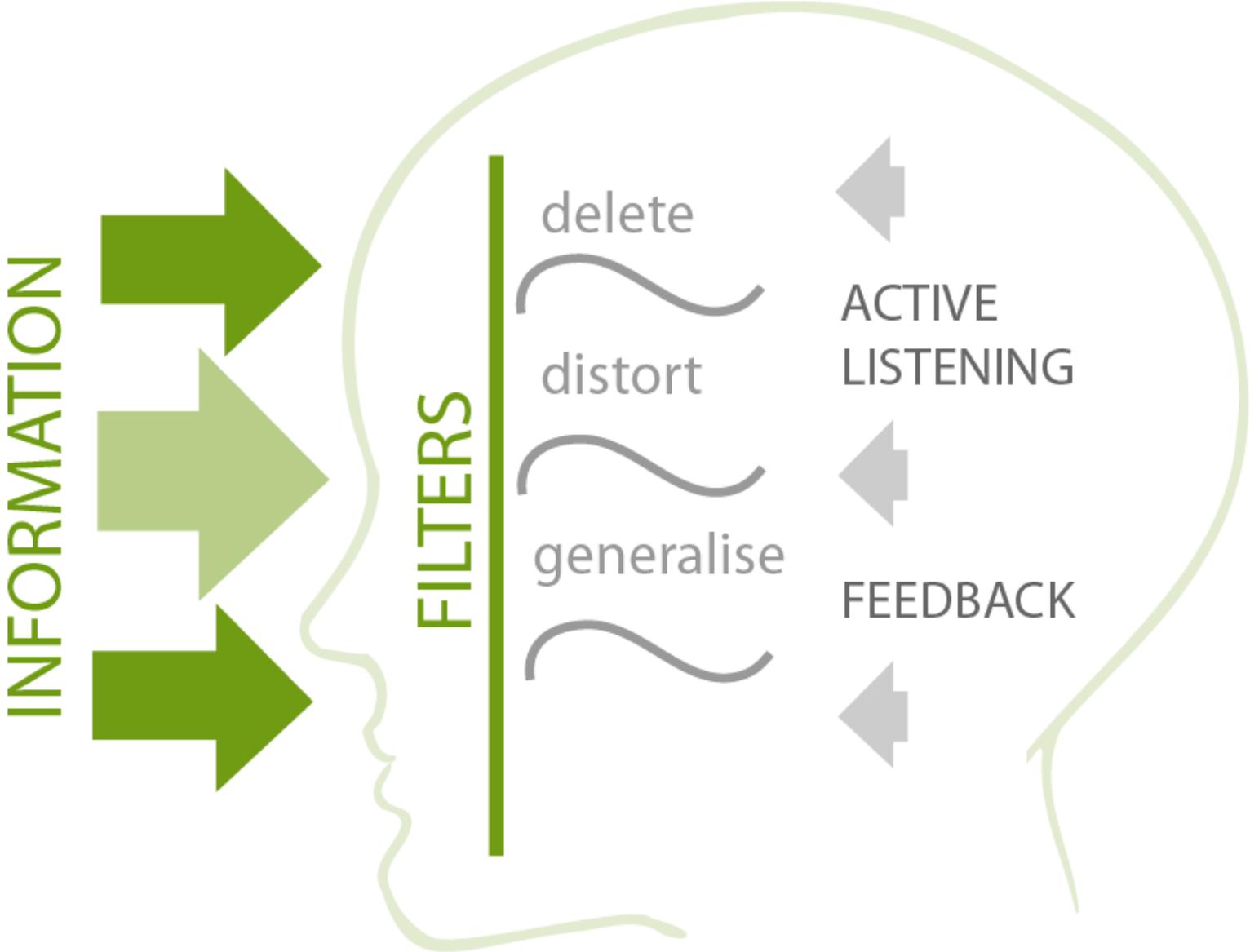
Listening Skills

“Most people do not listen with the intent to understand; they listen with the intent to reply.”
— Stephen R. Covey,



Insights Communication

Filters



Colourful Communication Styles

Cool Blue

- Prefer information and communication to be written.
- Prefer documents and reports to contain detailed examination.
- Often like to come back to you after a meeting for further clarification.
- Tend to probe for information and will keep going until they understand fully what is going on.

Colourful Communication Styles

Earth Green

- Prefer a slow pace with plenty of quiet time to reflect on issues.
- Sometimes prefer the written word so that they can go away to read and digest it over time.
- Listen attentively and show genuine concern
- Due to their quiet, introverted approach, may sometimes give the impression that they are not actively involved in a communication.

Colourful Communication Styles

Sunshine Yellow

- Communicate with enthusiasm and excitement.
- Tend to prefer pictures to text.
- May finish others' sentences and appear impatient.
- Prefer to speak than listen and can become easily distracted if not actively involved.

Colourful Communication Styles

Fiery Red

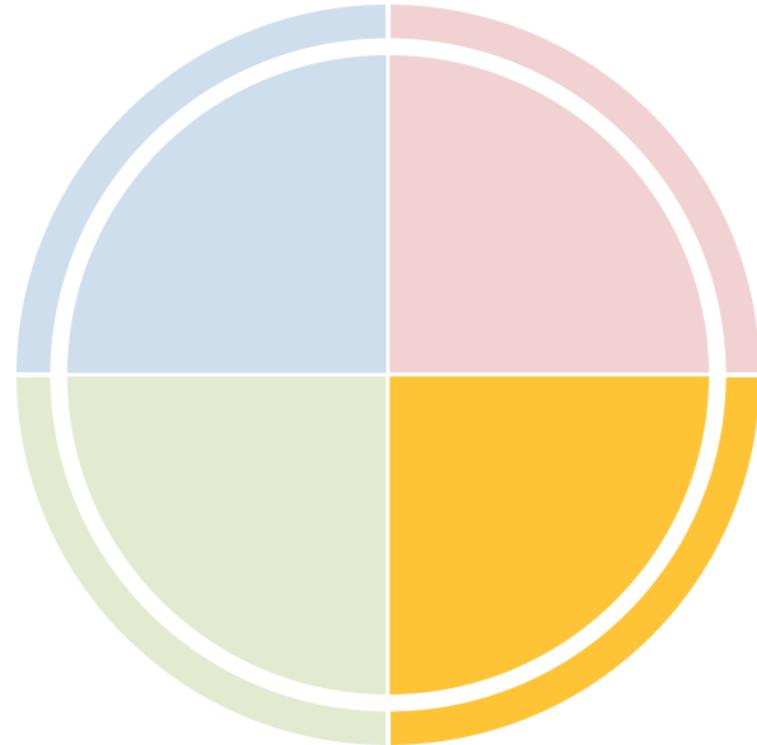
- Prefer a fast pace and for communication to be to the point. May become impatient with things they don't see as relevant
- Express themselves and their ideas with confidence and vigour.
- Like written documents to be brief and concise
- Typically, not good listeners and can be dismissive of others' input.

DO

- Be friendly and sociable
- Be entertaining and stimulating
- Be open and flexible

DON'T

- Bore them with details
- Tie them down with routine
- Ask them to work alone



DO

- Be patient and supportive
- Slow down and work at their pace
- Ask their opinion and give them time to answer

DON'T

- Take advantage of their good nature
- Push them to make quick decisions
- Spring last minute surprises

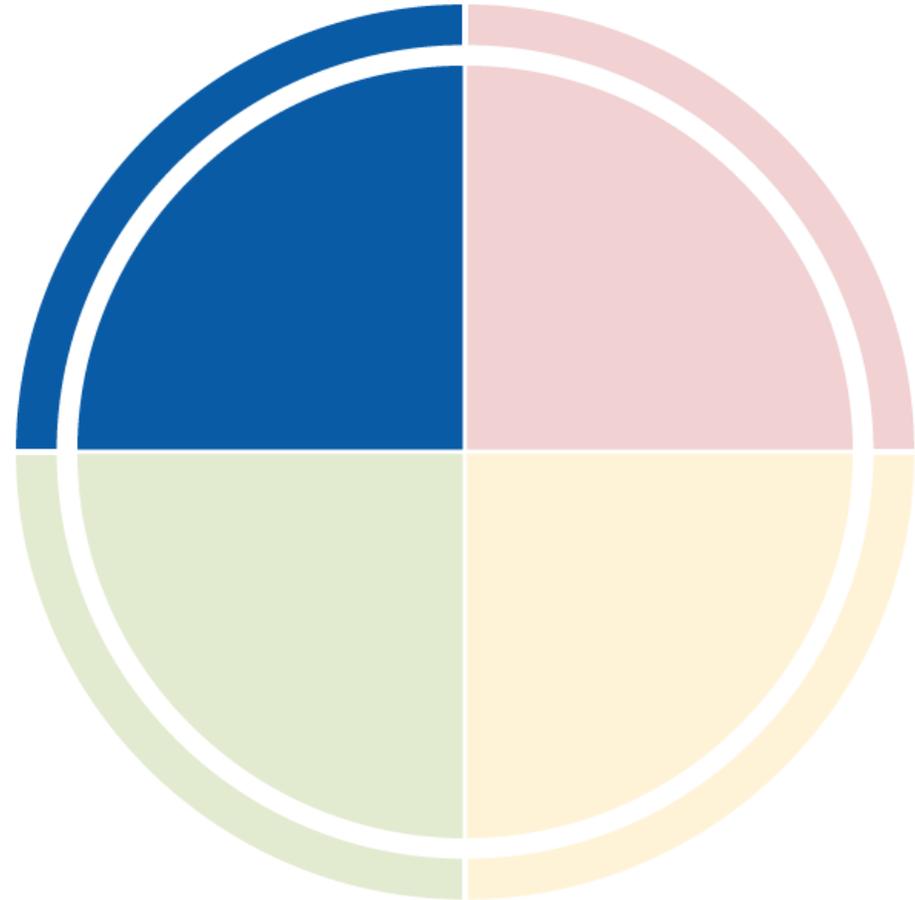


DO

- Be well prepared and thorough
- Put things in writing
- Let them consider all the details

DON'T

- Get too close or hug them
- Be flippant on important issues
- Change their routine without notice

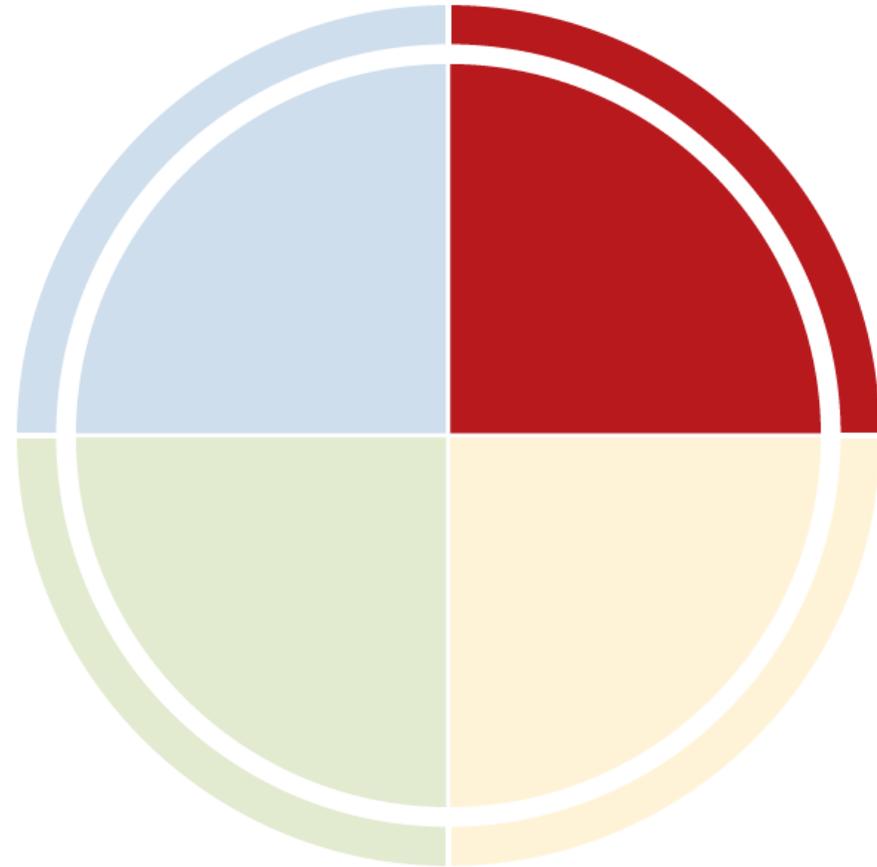


DO

- Be direct and to the point
- Focus on results and objectives
- Be brief, be bright and be gone

DON'T

- Hesitate or waffle
- Focus on feelings
- Try to take over



Simply Connect Model

STEP 4 –
Discuss the
issues logically
and rationally -
reach agreement

STEP 2 –
Understand the
other person -
listen first



STEP 3 –
Be understood by
the other person -
communicate
clearly your point
of view

STEP 1 –
Engage
empathically and
establish a "win-
win" partnership



Managing Misunderstandings



What about
when it goes
wrong?

Mapping the Conflict

5
 $(a+b)^2 = a^2 + 2ab + b^2$
 $(a+b)^3 = a^3 + 3a^2b + 3ab^2 + b^3$
 $(a-b)^2 = a^2 - 2ab + b^2$

A close-up photograph of a person's hand holding a silver pen and writing in a blue notebook. The background is softly blurred, showing a yellow curtain and a window with light streaming in. The text "In-between activities" is overlaid in white on the right side of the image.

**In-between
activities**