Challenge the status quo

MORGAN SINDALL INFRASTRUCTURE

STEPPING UP TO MANAGEMENT AND LEADERSHIP
LISTEN AND COMMUNICATING POSTWORK

Getting the most out of your communication

The way we communicate with others sets the tone for our relationships, working together, and the culture we create and allow. With clear communication, empathy and space for real listening and discussion, we create an environment that fosters trust, curiosity and the potential for big thinking and new ideas. It's not easy, though. We get caught up in pressures, frustrations, and miscommunications. Sometimes our best intentions get pushed aside, and we find ourselves cutting conversations short or not making the time to understand another's perspectives. Ahead of the next session, consider what you learnt and carry out the following activities.

Activity

1. Consider how you can create an environment of trust, curiosity, and big thinking to share in the next session.
2. Identify a situation where communication causes conflict and bring your answers with you for use in the next session.
3. Explore how you can help prevent conflict in different situations by empowering your team to manage the problems themselves) before it arises.
4. Use the Insights Simply Connect Model in a conversation. Then answer the following:
    a. What worked well?
    b. What was the challenge?
    c. What was the reaction of the other person?

Suggested Resources and Further Reading

Books

- How to Win Friends and Influence People – Dale Carnegie
- Just Listen – Mark Goulston
- Effective Communication – John Adair
- Crucial Conversations – Kerry Patterson, Joseph Grenny
- The Definitive Book of Body Language – Barbara and Allan Pease
- Power Questions: Build Relationships, Win New Business and Influence Others – Andrew Sobel

The 'Art' of Communication | Jimmy Nelson

Amy Cuddy | Fake it til You Make it

How to actively listen to others | Scott Pierce