The TEAM

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Expected Outcomes

- Process
- Problems
- Power
COMMUNICATION: A process of expressing oneself in such a way that one is readily and clearly understood; to exchange ideas, messages or thoughts by speech, signals, or writing.
Process Map: SENDER TO RECEIVER

Figure 1 (Interpersonal Communication(2006, Aug 23). In Wikipedia, the Free Encyclopedia.)
Why so difficult?
Communication in Research Administration

- Students
- Finance
- Funding Agencies
- Procurement
- AUDITORS
- Employees
- IT
- Other Institutions
- Federal Government
- HR
- PI & Faculty
- Research Office
- SPONSOR
- VENDORS
- Research Administrator

(University of Delaware logo and Research banner)
Effective & Ineffective Examples & Characteristics
CHARACTERISTICS OF EFFECTIVE COMMUNICATION
COSTS
(Personal & Institutional)
Some Communication Problems
Barriers & Challenges

- Physical
- Emotional
- Cultural
Physical Barriers
EXERCISE 1
Black holes stand at the very edge of scientific theory. Most scientists believe they exist, although many of their theories break down under the extreme conditions within. But Professor Cornelius Van Brockstein of the University of Ushuaia says he knows what you would find inside, and challenges the traditional idea that gravity would cause you death by spaghettification.
Speed
Non-Verbals (Body Language)
EMOTIONAL

- Emotional “Intelligence’
- Hot Buttons
- STRESS
- “Self”
What are you trying not to tell me?

Johari Window

- Known to self
  - My Public Self
  - My Blind Spots
- Known to others
  - My Hidden Self
  - My Unconscious Self
Diversity

• Learning Preferences/Styles
• Communication Styles
• Gender
• Generational
• Organizational
Learning Preferences

- Visual
- Auditory
- Kinesthetic
Communication Styles
<table>
<thead>
<tr>
<th>ANALYZER</th>
<th>DIRECTOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Process-Oriented)</td>
<td>(Action-Oriented)</td>
</tr>
<tr>
<td>Communicates about:</td>
<td>Communicates about:</td>
</tr>
<tr>
<td>Facts and figures</td>
<td>Getting things done</td>
</tr>
<tr>
<td>Policies and procedures</td>
<td>Objectives and results</td>
</tr>
<tr>
<td>Systems and organizations</td>
<td>Performance and productivity</td>
</tr>
<tr>
<td>Planning and forecasting</td>
<td>Efficiency and moving ahead</td>
</tr>
<tr>
<td>Analysis and control</td>
<td>Decisions and achievements</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RELATER</th>
<th>SOCIALIZER</th>
</tr>
</thead>
<tbody>
<tr>
<td>(People-Oriented)</td>
<td>(Idea-Oriented)</td>
</tr>
<tr>
<td>Communicates about:</td>
<td>Communicates about:</td>
</tr>
<tr>
<td>Needs and motivations</td>
<td>Innovation and change</td>
</tr>
<tr>
<td>Teamwork and team spirit</td>
<td>New ways of doing things</td>
</tr>
<tr>
<td>Feelings and beliefs</td>
<td>Creativity and possibilities</td>
</tr>
<tr>
<td>Values and self-development</td>
<td>Alternatives or options</td>
</tr>
<tr>
<td>Emotions and relationships</td>
<td>Concepts and grand designs</td>
</tr>
</tbody>
</table>
DIALOGUE: Say & Think

ZITS

UNspoken Communication

Girls

HI

Check out hair
Evaluate skin
Inspect jewelry
Is that a real tan?
Compare figures

Anne or Cyntia?
Car keys? Cell?
Hiding cellular?
Lookin' clean?

New jeans or vintage?
People sizes are code.

HI

GUYS

HI

UNspoken Communication
COMMUNICATION Differences
(Dr. Deborah Tannen)

• Lenses
• Direct/Indirect
Generational

EXERCISE 4
Cultural
Some Tips & tools

• Know your goal—what’s the point!
• Adapt to other’s preferences
• Chunk it (Memory –establish patterns)
• Match---slow down
• Check in frequently
• Ask questions to uncover/ look for hidden messages
• Pick your time/message
• Proof (especially if communication is “routine”)
• Monitor “tone”
• Look forward/ use tools (reports)
LISTENING Exercise
Listening Challenges

- Attention span
- Types (active/empathetic)
- Interferences
- Culture
- SELF (Filters)
Traits of active listeners

- Spends more time listening than talking
- Covey “Seek first to understand”
- Do not finish sentences of others
- Do not answer questions with questions
- Are aware of personal biases...we all have them and need to control them
- Never daydreams or is pre-occupied when others talk
- Lets other speakers talks...does not dominate conversations.
- Plans responses after other have finished speaking
- Provides feedback at appropriate times....does not interrupt incessantly
- Takes notes
- Asks open ended questions/ summarizes and paraphrases for to confirm/ verify messages
ELECTRONIC COMMUNICATIONS
Nettiquette---Never

- **Bold**, ALL CAPS, **Underline**, **Color**---all at the same time.
- Send an e-mail note when you’re angry.
- Send when the receiver ‘s preference is auditory.
- Make messages too long.
Nettiquette--Always

- Include a subject line that is distinguishable from generic span messages
- Use a Naming convention ...make subject line work....agenda for 12/3 meeting
- One topic per message (doesn’t cost more)
- KEEP IT SHORT
- Know the goal....close with request/action
- Be sensitive to REPLY ALL
- Communicate like it will be put on the 6 news.....only bad messages are retrievable forever
- Remember rules of grammar, spacing, bullets, visuals
- Don’t overkill logos, emoticons, motion, etc. ...just because it can doesn’t mean you must
- File so you can find
- Remember etiquette (relationship/salutations), etc.
REMEMBER......
GIMME 5

• Tips for communicating more effectively
• Tips for improving listening
• Tips for communicating electronically
Review/Close

• Process
• Problems
• Power
• Personal Improvement Plan—"Just one thing"
Personal Improvement Plans --Ideas

- Just one thing
- Words & actions to avoid (hot buttons)
- Personal “coach”/ feedback (WALK-ABOUT)
- Role model (imitate)
- Small words (Disney)
- Matching Practice
- Silence Practice
- Find a translator
HOW DO YOU GET TO CARNEGIE HALL
Reminder materials will be posted on RO website and an electronic survey will be distributed to participants (Due August 1) Appreciate your attendance and feedback