

What's Your Solution?

**Treating
Communication
as an
Essential Skill.**



CONTENTS

01

WHAT PEOPLE ARE SAYING

02

WHAT PEOPLE ARE DOING

03

RESOURCES

C H A P T E R

01

What people are saying

What People Are Saying

Megan Allen - Franchise Ambassador

"I loved how fast-paced it was and can't wait to participate in more!"

Frank Duzicky - HR Regional Manager

"This was the most productive hour I've spent in a facilitated learning event in a very long time."

Greg Newell - President, Nave Newell, Inc.

"It was great to participate in Julie Ann's Facilitated Roundtable Experience (FRE) on Communication. Multiple ideas promoting effective communication were shared in a short period of time. We look forward their implementation! "

Beth Dalton Morris, - M.A. Candidate

"What stood out for me was that I love this platform of collaborating and we are learning how to communicate, as a group, just through this exercise."

Laura Kepner - Director of Fun, Nave Newell, Inc.

"It was cool to see the number of ideas generated in the short time."

C H A P T E R

02

What People Are Doing

Jamboard Collaboration

How Does Your Company Teach Communication as a Skill?

Participants:
Frank Duzicky
Greg Newell
Megan Allen
Julie Ann Sullivan

All - Ask how people prefer to communicate...email, come to my office, text, etc.

The entire team meets every Monday morning to go over a fundamental of the week. We often provide specific examples of good communication efforts by the team.

We recently had a specific assignment on how to write proper thank you notes.

Share any mass communication and have more than one person review it prior to it being sent out to a group of people, it's become really a helpful practice

We have communication built into our Employee Core Competencies for all levels and groups. We leverage these expectations in a variety of formalized training classes.

In many courses & conversations we encourage employees and our Management Teams to be mindful of each other's behavioral assets (their personalities/how they like to send and receive

We've created a culture program called Nave Newell Way. Quite a few of our fundamentals revolve around communication.

Making sure we all take turns calling people on a regular call so that it is more casual and allows for reflection and tone.

I will have "lunches with Greg" where I play a popular Ted Talk and then lead a discussion. Quite often the topic is speaking skills and developing a connection with others. The short duration of the Ted

Ideas on a shared document and notes are taken by one person at all times in joint calls and added to the document until it's fleshed out

Leaving voice mails (yes old school) or recording a voice text when you send something via email or text if delivering a complicated communication.

In addition to live training, we utilize a platform named Degreed (Degreed.com) that allows us to create learning "pathways" which essentially are organized binders of links to information, articles, videos,

In our Monday meetings we will break out into smaller groups because we find that engineers are much more talkative in the smaller settings.

service industry - give the words to use in uncomfortable situations with tough customers

How Does Your Company teach Communication as a Skill?

Participants:
Laura Kepner
Beth Dalton Morris
Nick Goodell
Michael Webster
Joe Caruso

In some ways the Lean toolkit touch on communication - how to collaborate, rules of engagement, etc

Specific to negotiation - taught and practiced skills (through case studies from different scenarios) in business school. The company where the skills were required (negotiating insurance settlements and contract disputes)

We are working in the office and it has always been highly encouraged to not send emails internally. We are trying to make a point of getting up to go see a person or calling them on the phone.

Reviewing with our staff about the importance of sending handwritten notes. We focused on making sure they did this from the You View.

As part of standard practice, we are to prepare minutes after critical meetings. The junior staff prepares them and a senior staff member will review them and make suggestions.

How Does Your Company Teach Communication as a Skill?

Participants:
Laura Kepner
Beth Dalton Morris
Nick Goodell
Michael Webster
Joe Caruso

Just read an article about collaboration. To help with getting people to communicate, it talked about inspiring your team to think creatively together. "People grow closer when they create together" it said.

Sadly as a skill, not taught very well, with the exception of email, reports, face to face communication norms.

Attended a Fierce Conversation Workshop sponsored by my workplace.. because conversation was so poor. And, it still did not help.

As a voluntary skill that we can sign up to learn/practice: company has a learning platform, each employee has a budget for general professional development and company subscribes to linkedin learning

All - Ask how people prefer to communicate...email, come to my office, text, etc.

one of our fundamentals is Speak Straight. This is a specific topic where we coach how to talk through difficult conversations.

Standard practices around collaboration but nothing innovative or engaging.

We build groups of people within our organization and externally and we create conversations around problems that result in solutions people can test out.

service industry - give the words to use in uncomfortable situations with tough customers

We let them lead meetings.

Overview

What is an FRE?

It's a 45-minute event created to make every minute count towards solving a problem and getting solutions people can implement right now?

For more information: [What is an FRE?](#)

March's facilitated roundtable experience (FRE) was focused on communication. It created a unique opportunity to practice the skill while we were discussing ways in which to teach it better.

Here are a few of the ideas that came forward:

- Communication skills need to be a priority since it ensures everything else works.
- Find out how colleagues and clients prefer to communicate, i.e. text, phone, email, etc.
- Communicate because you care...without an agenda
- Teach the words and phrases necessary to deal with difficult situations
- Understand that people learn in different ways. Some auditory, some visual. Idea...After a meeting create minutes
- Be innovative and creative to engage your audiences attention
- Collaboration leads to more creative ideas
- Collaboratively design rules of engagement. It will help keep conversations on track.
- The uniqueness of the hand written note

C H A P T E R

03

Resources

Resources

Featured Articles:

[Transparent Communication](#)

[10 Straightforward Ways to Improve Workplace Communication](#)

If you are interested in facilitated Employee Engagement sessions for your team, click here:

[EE Masterclass](#)

Be a part of a Culture community on LinkedIn

[Catalysts of Culture](#)

Everything Franchising on LinkedIn

[Franchise-Info](#)

[Blueprint for Employee Engagement](#), a book by Julie Ann Sullivan