

Advanced Communication Skills that Foster Collaboration & Teamwork

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Benefits of Improving Communication Skills

- ▶ Number One Predictor of Career Success
- ▶ A Main Reason for Job Satisfaction
- ▶ Crucial to Teamwork & Productivity
- ▶ A Key to Managing Stress and Staying Healthy



Barriers to Good Interpersonal Communication

- Prioritizing tasks, our own agenda, etc. instead of getting along well with people
- An insensitivity to interpersonal differences
- Overreactions due to poorly managed stress and/or emotions



Advanced Communication Skill – Proactively Get to Know People

- ▶ Get to know them first, “Seek First to Understand, Then be Understood” (Stephen Covey)
- ▶ Take an interest in them – ask questions about what they like, their opinions, their feelings, etc.
- ▶ Whenever possible invest time in bonding, small talk, conversation, etc.



Advanced Communication Skill – Be Sensitive to Interpersonal Differences

- ▶ Be sensitive to any cultural, personality, or generational difference that could impact your communication with them
- ▶ Try to communicate in a way the other person will be comfortable with
- ▶ Listen patiently to gain understanding



Advanced Communication Skill – Be a Collaborator

- ▶ Be humble and realize that none of us know it all. We need the opinions of other people to come up with the best ideas, solutions, etc.
- ▶ Along those lines, actively solicit the ideas, opinions, suggestions, etc. of others
- ▶ Proactively look for opportunities to collaborate (brainstorming meetings, e-mails requesting input, etc.)



Advanced Communication Skills - Be Agreeable & Not Easy to Offend

- ▶ Be agreeable/approachable & easy to get along
- ▶ Give the other person the benefit of the doubt
- ▶ Try not to take things personally, or get defensive



Advanced Communication Skill – Manage Your Stress & Emotions

- Practice stress management each day so that you'll be in a relatively calm place when you need to communicate with others
- Be aware of your emotional state, and if you're upset, angry, etc., be cautious as you interact
- If you're overly stressed or emotional, put off a conversation if possible



Advanced Communication Skill – Disagree Agreeably

- ▶ The goal during conflict is to respond calmly instead of reacting emotionally or defensively
- ▶ Always be respectful of the other person's opinion (even if you disagree)
- ▶ Remember, it's not what you say, it's how you say it (marriage study)



Additional Resources

- ▶ Boundaries – Henry Cloud & John Townsend
- ▶ Crucial Confrontations – Kerry Patterson, etc.



Thank You!

About EAS

The Employee Advisory Service is a State sponsored program designed to help employees and their dependents with personal, family or work related issues that may adversely impact their work performance. EAS helps to restore the health and productivity of employees and the workplace as a whole. Problems are addressed in the quickest, least restrictive and most convenient manner while maximizing confidentiality and quality.

Call us at our toll free number 1-866-327-9133, to schedule a confidential appointment.

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