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!
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