

# Effective and Collaborative Communication

## One-on-One Communication: Empathy, Assertiveness and Conflict Management

### Empathy

Cognitive empathy drives connection. This is taking on the perspective of the other person.

- Perspective taking
- Staying clear of judgment
- Recognizing emotion
- Communicating understanding

### Assertive Communication

Assertive communication builds trust in a relationship. The factors of trust that are crucial are:

- Care
- Reliability
- Sincerity
- Competence

Three steps for practicing assertive communication:

1. Empathize
2. Facts
3. Action

### Difficult People

- Be aware of your biases
- Don't make it "me against them"
- Know the goal
- Avoid unhealthy venting
- Stay curious

## Conflict

There are four types of conflict: task, status, process and relationship. Your choices to respond include: do nothing, address directly, address indirectly or exit the relationship.

Before you enter into a conversation:

1. Label your feelings
2. Understanding your feelings
3. Be able to empathize

Use the peer-to-peer feedback model:

*When you X, I felt Y. This was the impact it has on me.*

## **Collaborative Communication: Humility, Psychological Safety and Clarity**

### Humility

Humility is an openness to new learning. It is a willingness to consider information that does not fit our current thinking.

### Psychological Safety

In workplaces, psychological safety is the ability to take risks. This means it is safe to ask questions and speak up. It is safe to admit mistakes with no fear of retaliation or humiliation. The most effective teams have this level of safety.

### Clarity

Being a clear communicator bolsters collaborative communication with your team and co-workers:

- Practice curiosity and seek to understand – “Tell me more...help me understanding...I’m curious, explain further...”
- Avoid repetitive communication. Offer – “Let me try to say this in a different way.” When you are confused, ask: “Can you say that differently?”
- Be transparent when you are unsure or uncertain.
- In some jobs, use close loop communication.
  - Can you do X?
  - You want me to do X?
  - Yes, please do X.
  - Ok, I’ve done X.
- Use facts, avoid adjectives. Use a confident tone.
- Know where to communicate.
- Use visuals if they add value.



## Communication in a Virtual World

When using technology to communicate:

1. Match the technology to the task
2. Make intentions clear
3. Be responsive

## **Resources**

*Atlas of the Heart*, Brené Brown

*No Hard Feelings*, Liz Fosslien and Molly West Duffy

Amy Gallo, Harvard Business Review (she's authored several articles and books)

*The Good Fight*, Liane Davey