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Giving and Receiving Clear Instruction

Prepared and Presented by:

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AGENDA

Context (5 minutes)

- Importance of Effective Communication in the Workplace
- Cost of Ineffective Communication
- Research
- Career and Organization Success

Communicating and Learning (10 minutes)

- Understanding and Appreciating Learning Styles
 - Visual or Auditory
 - Reading-Focused
 - Kinesthetic

Methods of Communicating (10 minutes)

- Verbal or Non-Verbal
- Visual
- Written

Giving Instruction (10 minutes)

- Effective Speaking
 - Clarity, Tone, and Delivery
 - Manage Expectations
 - Accomplishing Your Intended Goal
- Overview, Purpose, and Context
- Materials
- Ask: Questions, Comments, and Feedback

Receiving Instruction (10 minutes)

- Effective Listening
 - Attentive, Focused, and Finished
 - Manage Expectations
 - Mining the Message: Contributing and Expanding Instruction
- Understanding and Mental Picture
- Playback Instructions
- Share: Questions, Comments, and Feedback

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Legal counsel, certified human resources professional (SHRM-CP), management professor, compliance and HR speaker, and FINRA public arbitrator.

Founder and CEO of Baldwin Rise. International legal counsel and chief human resources officer at JMW Consultants LLC.
Serve on faculty: Goodwin University at University of Bridgeport, Antioch University

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Juris Doctor: University of Connecticut School of Law
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Context

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Effective Communication in the Workplace

Promotes Employee:

- Engagement
- Productivity
- Performance
- Satisfaction

Effective Communication in the Workplace

Promotes Client:

- Quality products and/or services
- Relationships
- Satisfaction

Cost of Ineffective Communication

Expensive: range \$4,000 – \$13,000 per employee annually

- Efficiency
- Productivity
- Trust
- Innovation

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Research

Communication is an essential skill

Importance of giving and receiving clear instruction:

- Costs to bottom line — billions in certain industries
- Safety issues
- Remote or hybrid work environments
- Training and development
- Knowledge management

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Career and Organization Success

Beneficial to employee and organization

High performance

Workplace culture

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Communicating and Learning

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Learning Styles: Visual

Visual (graphic depiction):

- Arrows
- Charts
- Diagrams
- Symbols



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Learning Style: Auditory

Auditory:

- Listening
- Reading aloud



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Learning Style: Reading Focused

Reading & Writing (written information on):

- Worksheets
- Presentations
- Text-heavy resources



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Learning Style: Kinesthetic

Physically active learner:

- Hands-on
- All senses engaged
- Lab component



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Methods of Communicating

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Verbal & Non-Verbal

- Strong Voice
- Active Listening
- Check Emotions
- Intentionality

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Visual

- Add Value
- Clear, Understandable



Written


- Simplicity
- Tone



Giving Instruction

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Effective Speaking

- Clarity, Tone, and Delivery
- Manage Expectations
- Accomplishing Your Intended Goal

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Effective Speaking




- Overview, Purpose, and Context
- Materials
- Ask: Questions, Comments, and Feedback

Receiving Instruction



Effective Listening




- Attentive, Focused, and Finished
- Manage Expectations
- Mining the Message: Contributing and Expanding Instruction

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Effective Listening



- Understanding and Mental Picture
- Playback Instructions
- Share: Questions, Comments, and Feedback

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**Complimentary Coaching Session
from JMW Consultants LLC**

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Thank You

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