

# Workplace Communication: Let's be CLEAR

With Marci Narum





# Great Communication=

Understanding each other

Understanding is the key to success with people

*"The worst distance between two people is misunderstanding."*

## Questions Now:

- Why is workplace communication so important?
- Why is it so difficult to achieve?

## Answers Later:

- What great communication looks and feels like
- How to achieve it and sustain it



**Clear Communication:**

Less Drama

Happier Workplace

Higher Productivity





# Workplace Communication: Let's be CLEAR

Connection

Listening

Expectations

Assurance

Real

I've learned that people  
will forget what you  
said, people will forget  
what you did, but  
people will never forget  
how you made them  
feel.

Maya Angelou



LISTEN

SILENT

# A GOOD LISTENER

- Is present
- Empathizes
- Realizes shortcomings
- Has an open mind
- Has Emotional Intelligence
- Asks questions
- Doesn't get defensive
- Is okay with discomfort
- Is a good leader

## JUST LISTEN

- Talk about an item you own that is not worth much money but has great value to you.
- What is the worst emotion a human being can feel? Why?
- Describe a way a friend supported you when you needed it.
- Is there one of the arts you just do not understand?
- Why are families important? What do families provide that we cannot find on our own.



AROUND HERE  
**NORMAL**  
IS JUST  
A SETTING ON THE  
WASHING MACHINE

“The greatest gift you can give somebody is you own personal development.”

--Jim Rohn

