



# Future Proofing Team Communication

Strategies for a Connected Workforce



# Our **Agenda**

- Critical components of our role in communication
- The curious approach
- Four-part formula for feedback
- Setting up for success

# Meet The **Employees**



Jordan



Emily



Deion

# Just Like an Iceberg

We experience people in the way in which they allow. Yet underneath the surface there is a lot more going on:

- Lived experiences
- Identity
- Cultural communication styles
- Prior work experiences
- Historical experience with leaders/authority





# Critical Components of Effective Communication



# Clarity & Accountability

- Setting clear expectations
- Providing regular & timely feedback
- Coaching & development
- Recognizing and rewarding
- Addressing performance issues
- Create a supportive environment
- Monitor and evaluate performance





## Meet **Jordan**

Jordan has been with the company for six months as an Accountant.

Recently, he seems disorganized and not able to focus on what needs to be done. He seems to be busy, but he isn't getting you the things you need.

You can tell his demeanor is different than when he started but doesn't that just happen to everyone after the 'honeymoon' is over?

# How Communication Protects Us

## **Clear Policies and Procedures:**

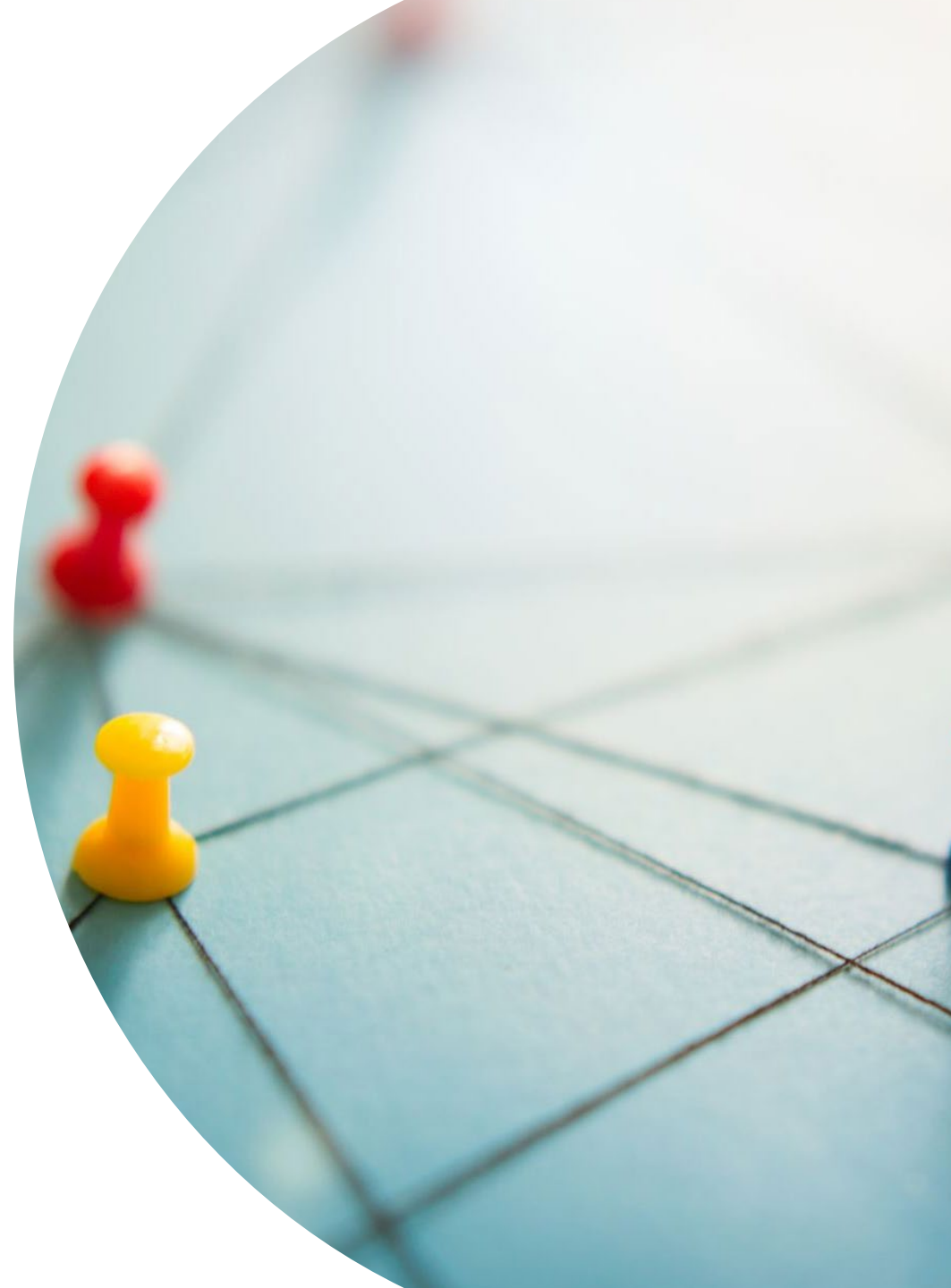
Clear, well-communicated policies help employees understand expectations.

## **Conflict Resolution:**

Open lines of communication encourage employees to voice concerns and resolve conflicts internally before they escalate into legal disputes.

## **Transparency and Accountability:**

Transparent communication fosters a culture of accountability and trust





# A **Curious** Approach



## Meet **Emily**

Emily is a Customer Service Representative who usually receives positive feedback from customers and her performance is generally good.

Recently, however, her call handling times have increased significantly, and there have been a few customer complaints about delayed responses.

You have noticed Emily spends a lot of time on her computer and talking with people rather than taking customer calls.

What next steps should we consider?

# The Art of a Curious Approach

## Improved Problem-Solving:

Explore various solutions and perspectives leading to innovative and effective problem-solving.

## Enhances Communication

Employees are more likely to share information and collaborate when they feel their leaders are interested.

## Root Cause

De-escalate conflicts to understand the underlying causes and perspectives of all parties involved.







## Start by **Asking Questions**

What has been happening?

How are you feeling?

What patterns are you noticing?

What are you learning?

What can you now do?

What do you need?

How can I help?

# More about Emily

During the team meeting, you decide to review performance numbers with the full team, assuming everyone is aware of their stats since they can log in and see them.

After the meeting, Emily seems upset and ends up asking to take the rest of the day off. You can sense some tension from her when she packs up but figure it's just from her not feeling well.

What are your next steps?



# More about **Jordan**

Now that you and Jordan have set up weekly meetings, things seem to be going pretty good.

You would like him to take on some additional work but also don't want him to feel stressed or over worked.

What is the best approach?





# Feedback

*for future growth*

# The Value of Feedback

**72%**

Feel performance would improve from corrective feedback.

**92%**

Believe negative feedback is effective when delivered properly.

**43%**

Engaged employees receive feedback at least once a week.

[HBR & OfficeVibeSurvey](#)

# Offtrack Feedback

Feedback often goes wrong because we share our opinions and feelings about the situation and mistakenly believe that our ***subjective thoughts*** are facts.

- **Data.** The facts. The things that you can actually point to and say this is true.
- **Feelings.** How you feel about the situation.
- **Judgment.** Your opinions about the other person, yourself, and the situation at hand.
- **What you want and need.** The request you want to make as part of the conversation.





# Four-part Formula for Feedback

1. Start with a question, short but important
2. Share specific data points – what you observed in performance
3. Review the impact of the issue
4. Seek the solution, gain buy in



## Meet Deion

Deion has been working for the company for about 9 months. Overall, he's doing a great job but you've noticed lately that he is late to work a lot. Other people are starting to notice, especially his teammates who all report to you.

Admittedly, you have been putting off talking to him about it – hoping things would improve, but they aren't.

Using the 4-part feedback formula, how would we prepare and approach?

# Test out the four-part formula to address these situations.

1. **Punctuality Issue:** An employee consistently arrives late to work or meetings.
2. **Quality of Work:** An employee's recent work doesn't meet the usual standards of the team.
3. **Team Collaboration:** A team member is not effectively collaborating with others on a project.
4. **Deadline Management:** An employee frequently misses deadlines.
5. **Initiative:** An employee shows great initiative in proposing a new project idea..
6. **Conflict Resolution:** Two team members had a disagreement, and one of them approaches you, a peer, for guidance.
7. **Career Development:** A team member seeks guidance on career progression within the organization.

# Set Employee Feedback Expectations

- The goal is to help employees be successful and grow in their roles.
- Everyone receives feedback on what is going well and when improvements are needed.
- Highlight that feedback does not mean failure; it is a part of professional growth.
- Remember your role is to support, clarify roles, and encourage employees.
- Set up regular feedback cadence.



# Set up for **Success**



What does  
**Effective Communication**  
*look like for you?*

# Meeting Cadence to Hear, See, and Care

## All Staff Meetings

Align with mission, values, and company goals.

## 1:1 Meetings

Align employee with role, check in on what is working and what is getting in the way.

## Team Meetings

Align with goals and solve barriers/issues for the team.

## Spontaneous conversation

Builds relationship, focus on work or personal topics.

# Discuss Your Approach

Talk w/your team about the best ways to communicate.

What tools should we use and when.

Train teams on how communication works at your workplace.

Ensure people know when they should receive feedback and where to look for communication.





# Wrapping Up

# Best Practices

## Clear is Kind

Being clear is kinder than being vague. It sets expectations and limits misunderstandings.

## Communication takes Courage

Communication leads to better relationships and outcomes.

## Trust Building

Communication allows people to be heard, seen and cared about.



# The Guiding Principles

When it comes to effectively communicating, even the tough stuff, these guiding principles help us navigate 80% of the situations that arise.

- **Execute** with **INTEGRITY** by keeping your word, being consistently fair, acknowledge mistakes and providing praise
- **Embrace** the **PLATINUM RULE**, treating others as *they* would like to be treated
- **Elevate** and act on **TRIGGER** words or events, addressing the small stuff quickly
- **Empower** yourself with **INSIGHTS** to grow in objectivity

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# Julie Burmania

PHR, GBA / HR Business Partner

✉ [julie.burmania@hrcollaborative.com](mailto:julie.burmania@hrcollaborative.com)

☎ 616.710.4090

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