



# Effective Workplace Communication

Welcome!



# Objectives

- Explore different methods of and channels for communication.
- Examine how to provide effective feedback to staff.
- Review strategies for how to approach conflicts and difficult conversations.





# Reflect

- Tell me about a time when you felt uncomfortable sharing your thoughts with a supervisor.
- What was it about the situation that made you uncomfortable?
- Could better or more effective communication have resolved any of those issues?



# Methods of Communication

## In-Person



One-on-one  
Group meetings  
Training

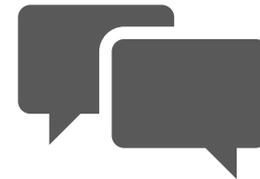


Email

## Virtual



Phone



Text Message



Other Written  
Communication

# Methods of Communication

## Which Is Appropriate?



### Methods of Communication

Choose the best method for both the scenario presented *and* your program. Note why underneath each.

**1. Conducting an annual review.**

- One-on-One Meeting
- Virtual Meeting
- Email
- Group Meeting
- Phone Call
- Text Message

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2. Reminding staff about a late program start for one day the following week.**

- One-on-One Meeting
- Virtual Meeting
- Email
- Group Meeting
- Phone Call
- Text Message

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# Providing Feedback



Ongoing



Specific



Focused on Improvement



# Feedback Plan



*\*Insert program feedback/evaluation plan here\**

# Providing Feedback

## Best Practices



What steps would you take to create a trusting environment when providing feedback during an employee review?

# Communication With Partners



- Establish ongoing communications.
- Talk frequently.
- Keep goals in mind.
- Recognize partners' contributions.
- Reference and use agreements or memoranda of understanding (MOUs).

# Difficult Conversations With Staff



YOU FOR YOUTH



- Tell the employee you have something to discuss.
- Provide simple, succinct feedback.
- Ensure the employee understands the feedback.
- Follow up.
- Follow program policies.

# Difficult Conversations

## Scenario



One of your newer activity instructors, Amy, walks into the classroom she uses during afterschool program hours to see “Do Not Touch” signs posted around the room on all of the activity materials. While they are the school’s materials, the program has always been allowed to use them as long as they are kept in good shape and put away properly. Amy seems upset and says she didn’t do anything wrong. How do you respond to this situation?

# Difficult Conversations

## Responses



- How can we reassure Amy?
- Should Amy be involved in a conversation with school leadership?
- What would you say in a debrief meeting with Amy?



# Next Steps



YOU FOR YOUTH

- Using what you learned today, what element or aspect of your program will you address first?

