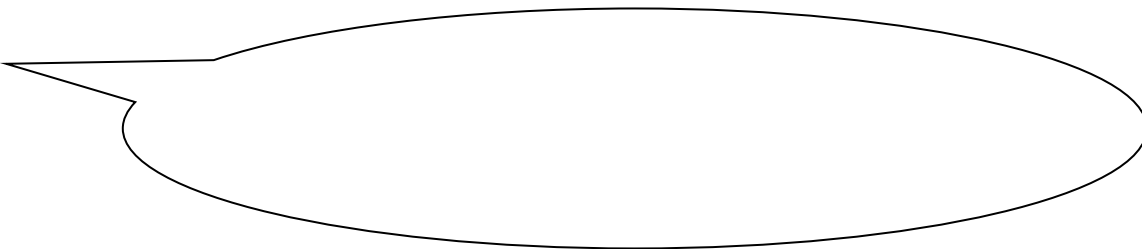
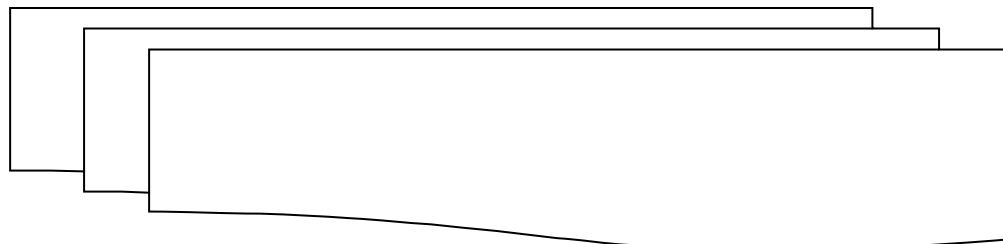


## Collaborative Communication

Communication



Collaboration



### WHY? is Collaborative Communication Important?

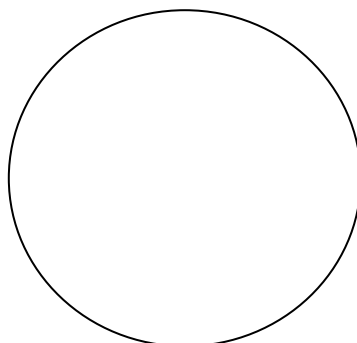
- ▶ Tackle complex problems
- ▶ Foster creativity
- ▶ Positive impact

### With Whom?



- ▶ Diverse Communication Channels
- ▶ Effective Listening
- ▶ Constructive Feedback

### Channels of Communication



### The 3 C's

- ▶ Context
- ▶ Clusters
- ▶ Congruence

## Written Communication

- ▶ Audience(s)
- ▶ Goal(s)
- ▶ Tone of Voice
- ▶ Proofread

## Meetings

- ▶ Don't Meet
- ▶ Set Objectives for the Meeting
- ▶ Provide an Agenda Beforehand
- ▶ Assign Meeting Preparation
- ▶ Assign Action Items
- ▶ Examine Your Meeting Process

## Effective Listening

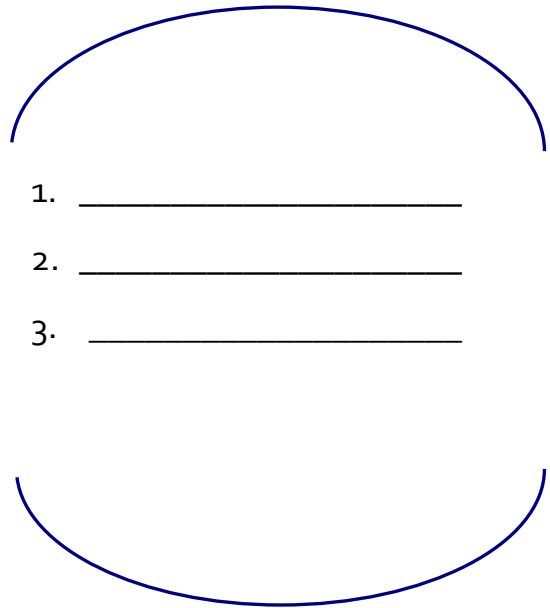
1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



- ▶ Face the speaker and maintain eye contact
- ▶ Be "attentive"
- ▶ Keep an open mind
- ▶ Don't interrupt
- ▶ Wait for them to pause to ask clarifying questions
- ▶ Ask questions to ensure understanding
- ▶ Try to feel what the speaker is feeling
- ▶ Give the speaker regular feedback

# Constructive Feedback

F acts  
I mpact  
G oals  
S olution  
B \_\_\_\_\_



1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_