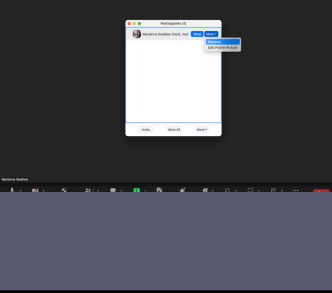


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As we get started...

- Add your state/territory abbreviation
- Add state flag as virtual background (optional)
- Have prework notes and worksheet ready



1

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Smoother, Simpler
Communication

Presented by
Marianna Swallow
mariannaswallow.com



4

A bit about me...


Working with NCSL since 2014
Teams + Individuals



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About 10 years ago...



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Agenda

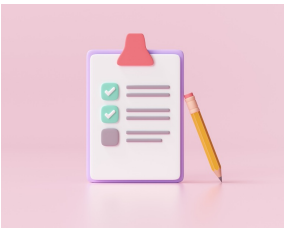
- o Communication Styles
- o EQ/understanding our behaviors
- o Determine priorities

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Poll: About You

1. How long have you been with your legislature?
2. How often do you think about how your behavior or communication affects other people?



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Legend

Chat Worksheet Breakout

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When you hear something you want to remember, write it down!

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Part 1: Understand Communication Styles

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Find your styles based on the pie pieces – not the TEXT on your results

Find your Primary and Secondary Styles

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Poll: What styles are here?

1. What is your **primary** communication style?
2. What is your **secondary** communication style?

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DiSC Dimensions of Communication

- Observable behavior
- Not a “personality test”
- No one is just one


We tend to communicate the same way we like to receive information.

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Communication is...

- o Fluid
- o Situational
- o Adaptable

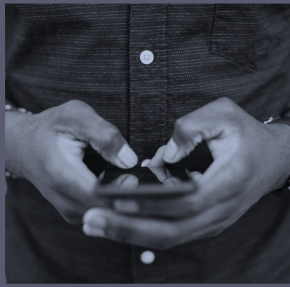


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Communication styles exhibit...

- o Focus
- o Pace
- o Priority
- o Behavioral Tendencies



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What do these letters mean? DISC

D	Drive or Dominant
I	Influence or Influencer
S	Support or Steadfast
C	Clarity or Conscientious

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Make notes on your worksheet!

IDENTIFY CHARACTERISTICS AND STRATEGIES FOR EACH DIMENSION

the office

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D – Dominant or Drive

Characteristics	With a High D
<ul style="list-style-type: none"> • Direct and guarded • Focus: Challenges and tasks 	<ul style="list-style-type: none"> • Don't ramble. • Come prepared and organized. • Offer limited choices. • BLUF



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I – Influence or Influencer



Characteristics	With a High I
<ul style="list-style-type: none"> • Direct and open • Focus: People and contacts 	<ul style="list-style-type: none"> • Allow chat time • Give specific deadlines • Invite involvement



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S – Steadfast or Support



Characteristics	With a High S
<ul style="list-style-type: none"> • Indirect and open • Focus: pace and consistency 	<ul style="list-style-type: none"> • Don't force quick response • Ask about their goals • Provide a road map




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C – Conscientious or Clarity



Characteristics	With a High C
<ul style="list-style-type: none"> • Indirect and guarded • Focus: Procedures Constraints 	<ul style="list-style-type: none"> • Be straightforward • Provide all data at once • Allow time to think



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How can I determine someone else's style?

- Observe pace and tendencies
 - Details or no?
 - Topics?
- Look for patterns in a work context
 - Active or reserved?
 - Talks about people or tasks?


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ACTIVITY: Discuss your style!

Share:

- Your primary style
- What you can learn from others
- Wish others understood about your style
- How can you flex your communications?



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Structure your dialogue:


My Primary style is Dominant.


My Secondary style is Influencer.

What I can learn from other styles is they may need time to think.

What I wish others knew about my communication style is...
I'm not being "rude" when I'm interrupted - I'm just immersed in work.

One way I can flex my communications is give others time and space to think and/or respond



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In chat – share!


1. What's something you learned about your own communication style?
2. What was something you learned by listening to someone else?




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What's the benefit of understanding communication styles?





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Time to refresh!

Set your timer; see you in a few minutes.



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Part 2:
Use Emotional Intelligence To
Enhance Communication

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Poll: In a work context.....

1. How often do you reflect on your communications?
2. How often do you reflect on your own behavior?



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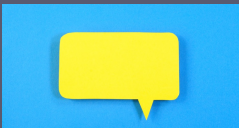
michael scott and david wallace: my fave weird friendship

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What did you see there?


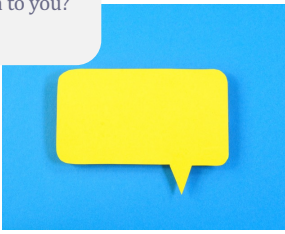


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EI (or EQ) =

What does "emotional intelligence" mean to you?


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What is EQ?

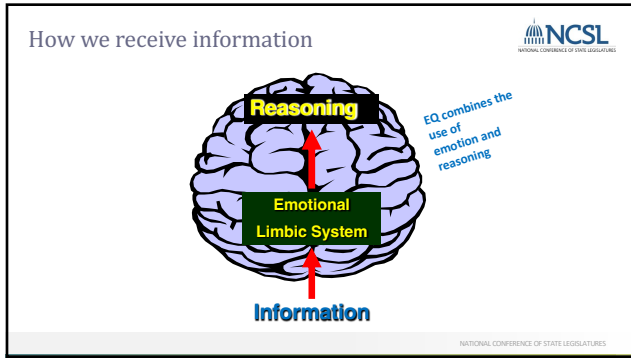
Emotional Intelligence (EQ) is:

- The ability to recognize and understand emotions
- Using this awareness to manage your reactions and relationships

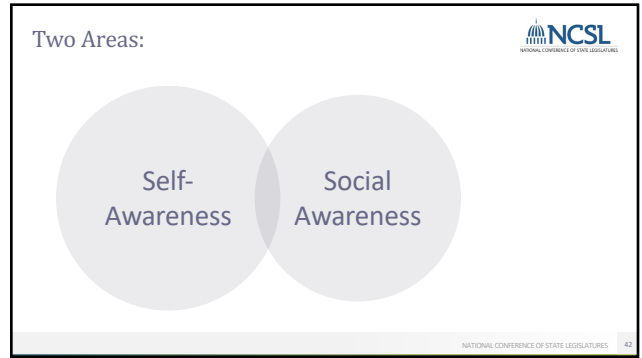


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Self-Awareness is...

The ability to accurately recognize your emotions as they happen and understand your general tendencies for responding to people and situations.

A photograph of three people (two men and one woman) looking at a tablet computer together. The NCSL logo is in the bottom right corner.

44

To develop self-awareness we should pause, recognize our emotions and/or reactions, and make time to reflect on them.

The NCSL logo is in the top right corner.



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Social Awareness is...

Recognizing and understanding the emotions and perspectives of others.





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To develop social awareness, spend time observing, asking questions, and listening to others.

Pay attention to the vibe of a situation.



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Use a model for communication

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The KDF Model

Use to organize thoughts

- What do you want the person to **KNOW**?
- What do you want them to **DO**?
- What do you want them to **FEEL**?







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EQ:
Discuss Application

Think of a communication scenario.

Answer K-D-F for the situation...



- Either how actually happened, or
- How you wish it had happened
- What would you do differently?

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How to improve your EQ

- Pause: Recognize and name feelings.
- Identify triggers.
- Observe and listen more.
- Use KNOW-DO-FEEL.

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What are the benefits of improving your own Emotional Intelligence and applying its concepts?

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Part 3:
Prioritizing Communications

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Simplified:

	Urgent	Important

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Urgent vs. Important

The Eisenhower Matrix

source:
asana.com/resources/eisenhower-matrix

		Urgent	Not urgent
Important	Do Tasks with deadlines or consequences.	Schedule Tasks with unclear deadlines that contribute to long-term success.	
Not important	Delegate Tasks that must get done but don't require your specific skill set.	Delete Distractions and unnecessary tasks.	

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Let's Wrap it Up!

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Recap

- Communication Styles
- EQ/understanding our behaviors
- Determine priorities


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Action Planning

Create Your Personal Action Plan

Share in Breakouts



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Ask away!
What questions do you have?

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So, what happened to Mike?

- Better relationships
- Recruited
- Serves on NFP board
- 2 C-level roles



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What else do you want to know?

- Chat it
- LinkedIn/message

You Tube






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Thank you for your time today!

Cheat Sheets for You!


- Last-minute speech
- Motivated Sequence
- Future Vision

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Thank you!



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