Building Effective Management and Communication Skills

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“These materials were developed for OHS/Region XI under Contract No HHSP233201500016c by ICF International”
Session Objectives

- Identify basic facts about communication and management.
- Introduce a variety of effective communication and management strategies.
- Discuss how to track the effectiveness of the strategies discussed.
Communication Systems must include:

• Communication with families
• Communication with governing bodies and policy groups.
• Communication with staff.
• Communication with delegate agencies (if your agency has delegates)
Let’s discuss our concerns about communication
Effective Communication

• It is two-way
• Verbal and non-verbal
• Depends upon active listening
• Uses effective feedback
• Direct with no inconsistent messages
• Understandable and acceptable
• It is comfortable for all parties involved
Planning for Effective Communication

• Think about how you learn new information or skills?
• How do you support staff when communicating a task?
• Discuss how to monitor the effectiveness of the strategies discussed.
Adult Learning Principles

• Adults need social interaction to process information.
• Construct knowledge by relating new information to what they already know.
• Learn best when in an environment where they feel safe and respected.
• Require time to think and revisit ideas.
• Motivated to learn when they have a reason and desire to find something out.
• Learn in a variety of approaches: Visual, auditory and kinesthetic.
Question??

How many meetings do you attend or plan in a month?
What makes a meeting effective?

- Planning for the meeting
- Setting up the meeting
- Running the meeting
- Follow up after meeting
Planning for the meeting

• Decide on the goals of the meeting.
• Make sure you research all that is needed before the meeting starts.
• Decide who needs to attend.
• Plan with others before you start.
• Review your agenda items before meeting.
Setting up and running the meeting

• Agreement on agenda and rules.
• Keep the discussion on track.
• Keep track of time.
• Summarize what you are hearing for clarity.
• Encourage participation.
• Be careful not to take sides.
Setting up and running the meeting

• Participants are not attentive to what is being said in a meeting 40% of the time.

• Participants retain 70% of the information in the first ten minutes of a meeting but only 20% in the last ten minutes.

Meyer & Jones, 1993
Processing Strategy: 10:2 Theory

- To reduce information loss, pause for two minutes at about ten minute intervals.

- For every ten minutes or so of meaningful chunks of new information, participants should be provided with two or so minutes to process information.

- Participants can respond and discuss their current understanding in various ways.

Rowe, 1983
Follow up after the meeting

• Gather feedback
• Summarize the meeting
Using Bloom’s Taxonomy to follow up after a meeting

- Use questions as tools
- Consider your audience
- Higher order thinking skills

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Let’s practice
Review of Session Objectives

• Identify basic facts about communication and management.
• Introduce a variety of effective communication and management strategies.
• Discuss how to track the effectiveness of the strategies discussed.
Final Thoughts
Questions/Comments
Thank you!!
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<table>
<thead>
<tr>
<th>Definitions</th>
<th>I. Remembering</th>
<th>II. Understanding</th>
<th>III. Applying</th>
<th>IV. Analyzing</th>
<th>V. Evaluating</th>
<th>VI. Creating</th>
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<tbody>
<tr>
<td>Bloom’s Definition</td>
<td>Exhibit memory of previously learned material by recalling facts, terms, basic concepts, and answers.</td>
<td>Demonstrate understanding of facts and ideas by organizing, comparing, translating, interpreting, giving descriptions, and stating main ideas.</td>
<td>Solve problems to new situations by applying acquired knowledge, facts, techniques and rules in a different way.</td>
<td>Examine and break information into parts by identifying motives or causes. Make inferences and find evidence to support generalizations.</td>
<td>Present and defend opinions by making judgments about information, validity of ideas, or quality of work based on a set of criteria.</td>
<td>Compile information together in a different way by combining elements in a new pattern or proposing alternative solutions.</td>
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