

The Essentials of Communication in the Workplace

Beyond the Basics

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Great things are not done by impulse,
but by a series of small things brought together. *Vincent Van Gogh*

Life consists not in holding good cards
but in playing those you hold well. *Josh Billings*

This time, like all times, is a very good one,
if we but know what to do with it. *Ralph Waldo Emerson*

For the lack of a nail, the shoe was lost.

For the lack of a shoe, the horse was lost.

For the lack of the horse, the message was lost.

For the lack of the message, the battle was lost.

For the lack of the battle, the war was lost.

For the lack of the war, the kingdom was lost.

All for the lack of a horseshoe nail.

Something your grandmother may have taught you



The best time to plant an oak tree was 25 years ago.
The second best time is today. - *James Carville*

The slower we move, the faster we die. - *George Clooney, Up in the Air*

If I have seen
f a r t h e r,
it is by standing on the shoulders of
giants.

Isaac Newton



*take a **step**...*



*...there'll
be a **bridge***

Once you're in low Earth orbit (LEO), you're *halfway to anywhere*.

Robert Heinlein

Science Fiction Writer



This is due to the mechanics of space launch, where accelerating into LEO is a large portion of your journey.

Storing mass in LEO is a way to make trips beyond LEO easier.

how people
perceive you

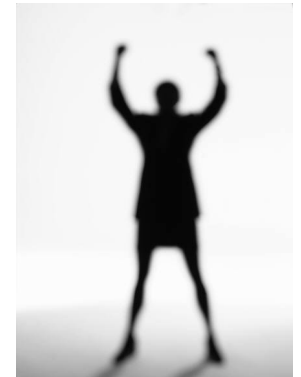


is under
your control

Communicating Skills - Basics

The importance of first impressions

- Good posture
- Neat appearance
- Positive non-verbal communication
- Eye contact
- Confident handshake
- Be positive and energetic
- What you say and how you say it
- Establish how you want to be treated



If you don't manage your relationship with your manager and peers, you will not have resources to get your job done.

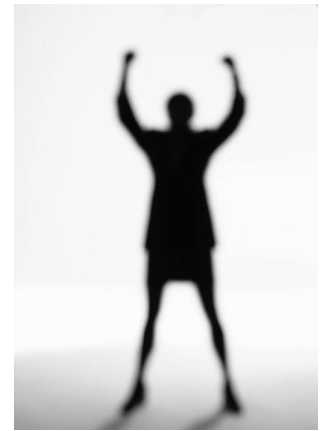
Communicating Skills - CS100

- **Watch your language - *Talk Up!***
 - Avoid using words that weaken statements/commitments
 - “I will try to do it” vs “I will do it”
 - “Can you do it by Friday?” vs “Please complete by Friday.”
 - Avoid responses using can’t, won’t, don’t
 - “Do you understand?” may be replaced by “I want to make sure you got it, please play it back for me.”
 - Replace .. “Yes, but ..” by , say, “However” , or start a new sentence altogether

**Life is like a game of tables: the chances are not
in our power, but the playing is.**

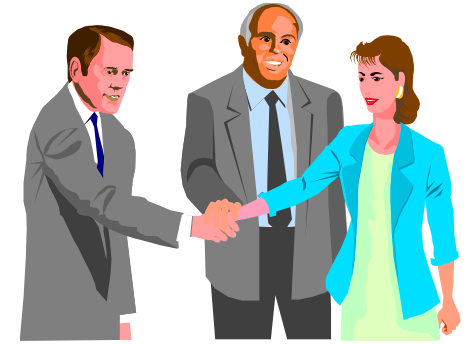
Communicating Skills - CS200

- Learn to detect the lies in truths
- Grasp the under-current
- Mating Dance
- Set up for traps
 - Do your homework, anticipate, create wiggle room
- Setting traps
 - Left to you, but being fair always helps
- Consciously try to finish on a high note
- Agree to disagree agreeably
- Don't let conflicts/differences harden into resentment, hate, or anger



Communicating Skills - CS300

- Listen to understand
- Different communication styles
- Learn to say “*NO*” *without feeling guilty*
- Negotiated problem solving
- Periodic communication



Presentations

- Personality amplifiers (*bring back that smile on your face*)
- Presentation skills -
 - Breathe from your diaphragm, not your throat
 - Slow down when speaking, use shorter sentences, pause in between
 - Allow the voice to inflect naturally & think visually when telling a story
 - Don't wear tight clothing
 - Body language is as important as what you say
 - Smile, relax, & make eye contact
 - Strong, clear & simple message
 - Start with conclusion first!
 - As a speaker , you are in control - Maintain the control
 - be honest, candid, direct (not evasive) - demonstrate passion of fire in the belly
 - you are asking people to change, people are resistant to change -
 - kicking the tires before buying

Is sloppiness in speech caused by ignorance or apathy? I don't know and I don't care. *William Safire*

Working with Toxic People

- Seeing them makes you tense
- You fear them
- They are easily upset and hard to please
- You don't look forward to seeing them
- You worry they will embarrass you.



It's what you do next that counts

Working with Toxic People

- Never go head to head
- Channel Clint Eastwood
- Time out
- Give them an important job - get their cooperation, including playing devil's advocate
- Laughter
- Walk away, let it go - You cannot resolve all situations



It's what you do next that counts

Working with Toxic People

- **Work well with others-don't have to be a friend, go out of your way to include them**
- **Pay attention to your posture**
- **If you become angry, you are giving control away**



It's what you do next that counts

Asking Questions

The answer to a question you *never* ask is always NO!

- Most successful managers excel at asking questions
- Questions are asked because answers are important
- Questions are asked because it motivates new ideas
- “Questions” in your tool box - vital to person in position of authority and responsibility
- Basic questions - *What, where, when, why, who, how, how much, what if*
- *Manner of asking, be simple, maintain focus, eye contact, purpose of question must be clear and appropriate for person and context, know what to do with answer*
- *Watch out for asking too many questions, or asking at wrong time*
- *Habit questions*
- *Questions with answers in them*



Questions + Answers = Success

You always have to play politics.

- Managing your boss
- Managing your peers
- Who are your angels?
- Hustle & Harmonize
- Nobody wins unless everybody wins
- Don't just ask for opinions; change them
- Everyone expects to be paid back
- Don't ignore the aftermath of success

... and some more

- Be passionate about deadlines
- Be a maintenance-free employee
- E-mail etiquette
 - Not a private communication between sender/receiver
 - Reply-only-sender vs. reply-all - *What court are you playing?*
 - Writing/expressive skills
 - Promptness in response

Be a Professional!

Separate your personal attitudes from professional expectations

Learn to handle criticism

As a professional, have the stamina of a marathoner, not a sprinter

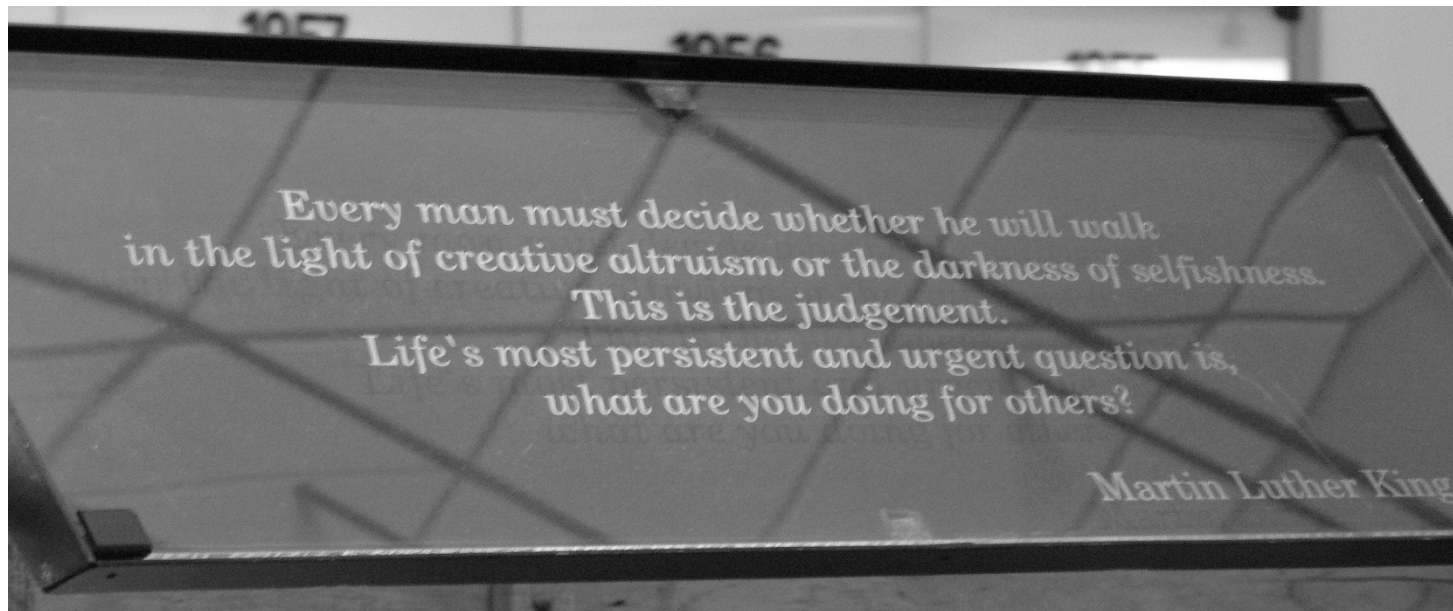


... *and some more*

1. *Speak up!*
2. *Work Hard*
3. *Push yourself to the front*
4. *Be assertive*
5. *Ask questions*
6. *Speak up on behalf of your ideas*

*being **assertive** is taking responsibility
for one's needs & interests - Being shy isn't cute!*

Being a volunteer



Acknowledgments

- Success in the New Millennium - IEEE-USA Professional Development Conference ISBN 0-87942-331-5
- You Can Negotiate Anything, Any Place - Herb Cohen ISBN 0-8065-0846-9
- <http://www.fastcompany.com/online/14/politics.html>
- Don't Sweat the Small Stuff (and it's all small stuff): Richard Carlson
- <http://www.theinstitute.ieee.org/>
- <http://www.officepolitics.com>
- Carnegie Success Connection
- *and several everyday sources*

