

# **Communicating Effectively While Working Remotely**

Working Remote Series

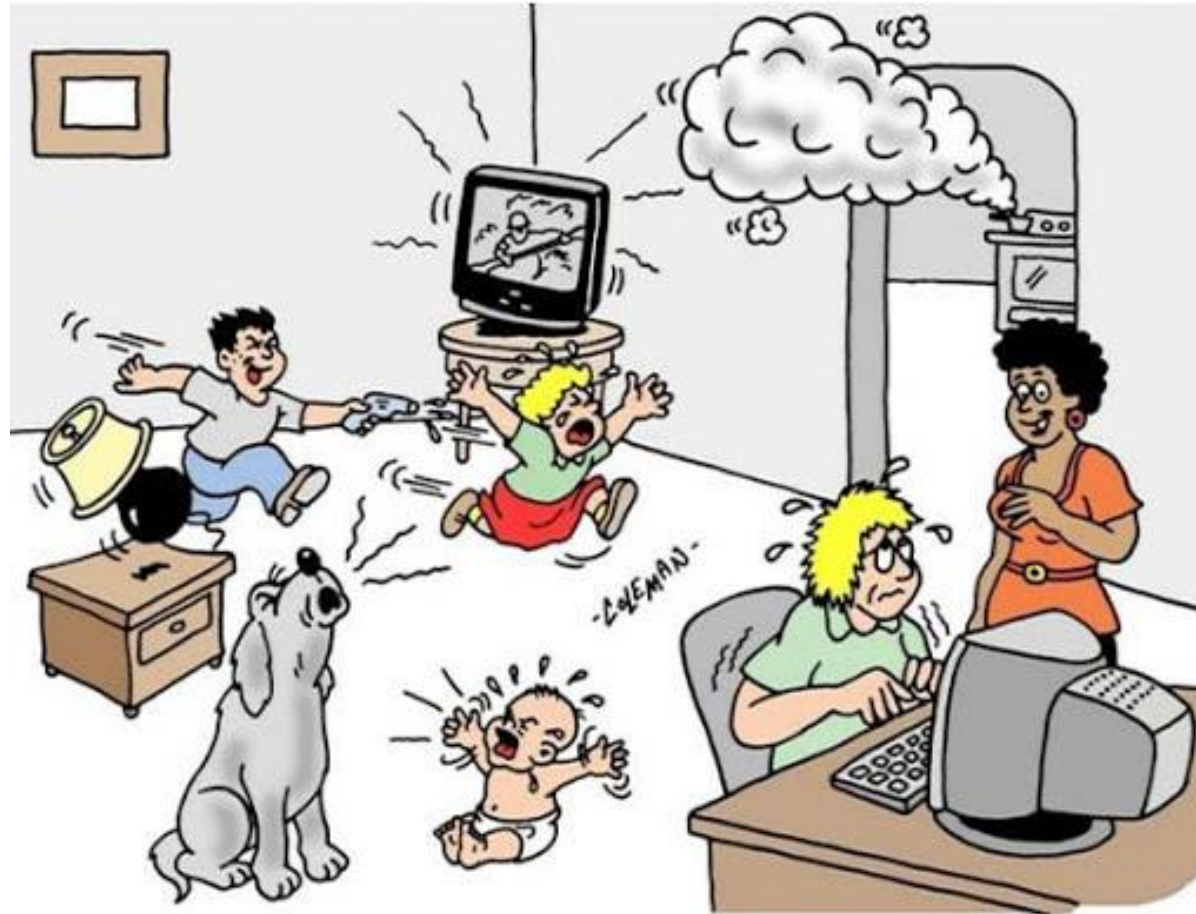
Friday, May 8, 2020

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# Housekeeping Items:

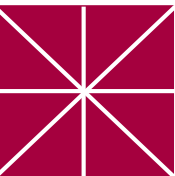
- ❖ Please turn your **video on** and keep it on while you are with us.
- ❖ Please **mute** when you are not speaking.
- ❖ **Comment or question? Just unmute yourself and ask!** Don't worry about "interrupting" the presentation.
- ❖ Make sure that your **name** is visible on your Zoom window.
- ❖ If you'd like a list of further resources, send me your email through a private chat on this Zoom call before you leave.
- ❖ If you have any suggestions, requests, or questions, please feel free to post them on the chat (privately or sent to "everyone").

# The New Norm



# Outcomes

- To review basic components of effective communication.
- To identify common communication mistakes in email (or written communication) and video-conferencing settings.
- To apply best practices when communicating, particularly in these two formats.



# Why Is Attention To This Matter Important?

- Good communication skills are necessary (but not sufficient) for success.
- 55% - 90% of our communication is non-verbal (only 7% is from exact words).

# Communication Guidelines

# When Communicating Out (Sender), Be Mindful Of:

## ❖ The Audience

Who is this communication intended for, and what is your relationship with them?

## ❖ The Intent

What is your goal for this communication? (e.g. inform, give feedback, persuade, establish relationship, etc.)

## ❖ The What

What is the exact content you are hoping to communicate and how should you organize it to achieve your intended goal for this communication?

## ❖ The How

Be intentional and self-aware, and use the most appropriate tone, volume, emphasis, and/or non-verbal cues to support your communication goal. This includes the medium you use to convey your message.

## ❖ The When

Be mindful of the context and the time of your messaging and the impact it may have on the receiver's interpretation.

# When Interpreting Communication (Receiver):

- Listen (or read) to genuinely understand (active listening/reading) by doing the following:
  1. Minimize distractions (and maintain natural eye contact if in person/video-conferencing).
  2. Be aware of your body posture, facial expressions, and non-verbal cues
  3. Pay attention to what the person is saying (and *not* saying!) and how they are saying it.
  4. Try to put yourself in their shoes.
  5. Listen without judging or (mentally) criticizing.
  6. When the speaker has paused, check your understanding by paraphrasing and asking for confirmation or clarification, asking questions, and explicitly stating assumptions.
- Assume positive intent!



# Don't Avoid Difficult Conversations

- Ask yourself, what is the cost of not having the conversation?
- Ask yourself, what are you really trying to avoid, the other person's reaction or your own emotional labor?
- Practice managing your emotions and being patient (respond, don't react).
- View a tough conversation as an opportunity to do business in a better way or to be a more effective communicator.
- Don't assume the worst and focus on a positive outcome.

# **E – Messaging**

Email, IM

# Written (Email, IM)

- ❖ Pros: More control
- ❖ Cons: Missing components (body language, and other non-verbal cues)
- ❖ Email tone is conveyed through word choice, syntax, punctuation, letter case, sentence length, opening, closing, and other graphic indicators like emoticons and emoji.

*Subject: org ch*

*Pls come see me ASA{.*

- ❖ What is the message you get from such an email?

# E–Messaging Do's and Don'ts

- ❖ Do always say “Hi” (or use a greeting, just like you would in a face-to-face situation).
- ❖ Do use the person's name.
- ❖ Do mirror non-verbal cues of your addressee.
- ❖ Do check spelling and grammar.
- ❖ Do respond to emails in a timely manner.
- ❖ Do write concise messages.
- ❖ Do write an informative subject line, if applicable.
- ❖ Don't use offensive language or profanities.
- ❖ Don't just hit “reply all”.
- ❖ Don't use email or messaging to highlight or solve a conflict.

# E–Messaging Examples

## What Was Written:

- ❖ If you don't get that to me by 1:00 p.m. today, we're going to miss our deadline.
- ❖ That's not what we agreed to in our meeting.
- ❖ yep

## What Could Have Been Written:

- ❖ Today's 1:00 p.m. deadline is particularly critical. It's very important that I get your feedback today, so we can deliver to you on schedule. Thanks for your help!
- ❖ In taking a look at my notes, I've come to a different conclusion. Would you have a few minutes for us to talk on the phone and figure this out today? Thanks!
- ❖ Yes.

# Video Conferencing

me and my coworkers logging into all of our meetings remotely for the next couple of weeks



# Do Mute Yourself When Not Talking





# Be mindful of what you wear



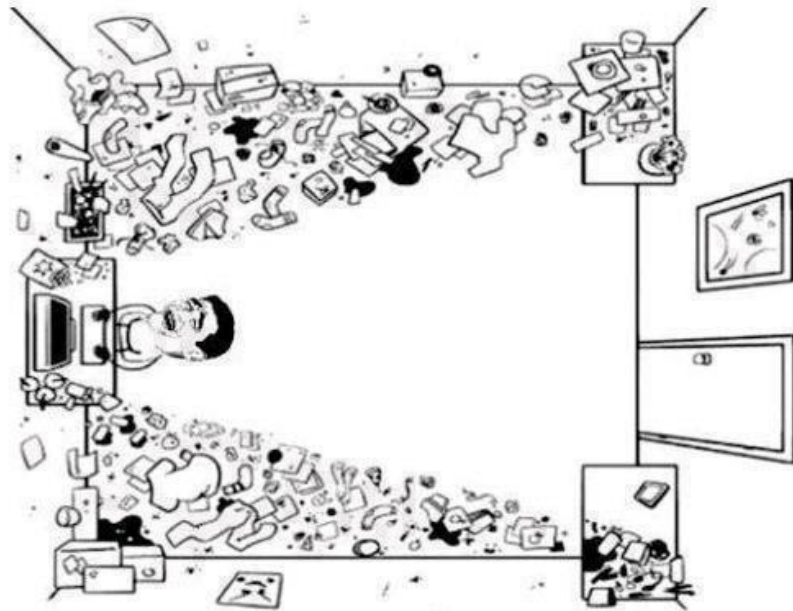


# Let Others Know If You Can't Join By Video

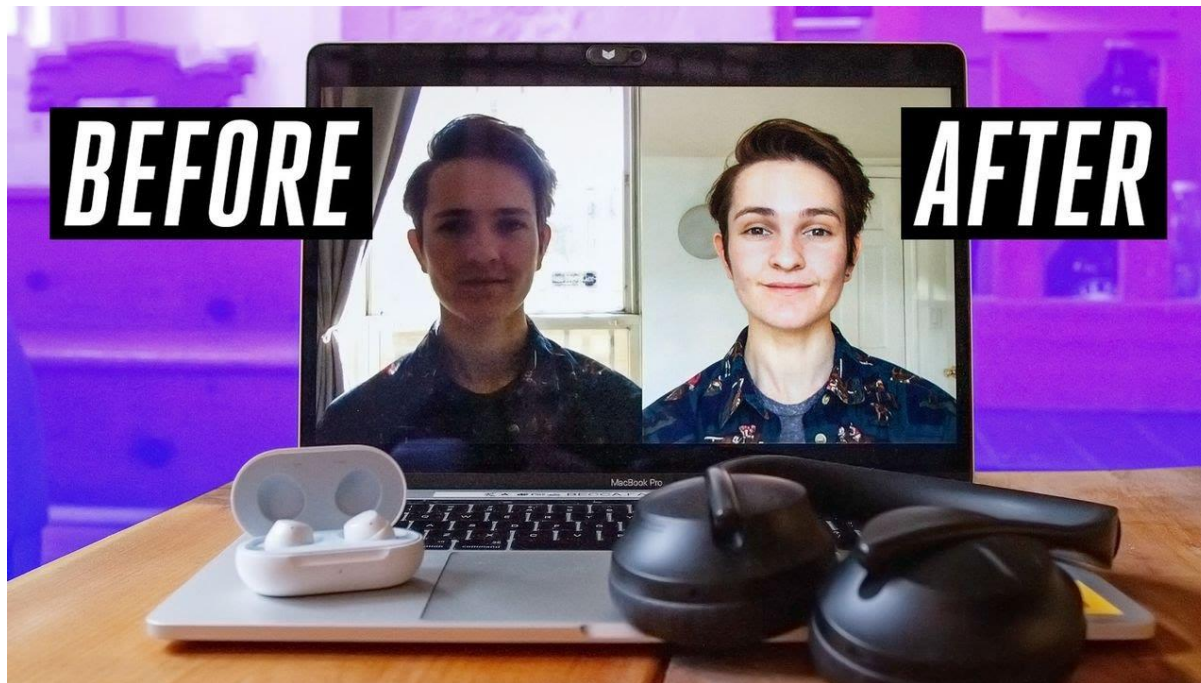


# Be Mindful of Visual Distractions and Your Background

**MY ROOM WHEN I TURN  
ON THE WEBCAM**



# Be Mindful of Device Positioning and Lighting





# Only Share Screen For the Necessary Duration



**The single biggest problem  
in communication is the  
illusion that it has taken  
place.**

- George Bernard Shaw

# Resources and References

■ [How miscommunication happens \(and how to avoid it\)](#)

■ [Evaluating Your Vocal Tone](#)

■ Marlow, Shannon L., Christina N. Lacerenza, and Eduardo Salas. "Communication in virtual teams: A conceptual framework and research agenda." *Human Resource Management Review* 27.4 (2017): 575-589.

■ Nielsen, Matias Ignatius SW. "Computer-mediated communication and self-awareness—A selective review." *Computers in Human Behavior* 76 (2017): 554-560.

# Appendix

93% of our communication is None Verbal !!  
38% Voice Tone, 55% Facial + Body language + 7% Verbal Content

