Strategies for Effective Communication
Presenter

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“Effective Communication with politicians, residents and staff leads to a successful job”

The purpose of this presentation is to improve everyone’s communication.
Definition of Communication:

The imparting or exchanging of information or news
Question to Group:

What Constitutes Communication?
Elements of Communication
Elements of Communication

- Interaction
- Speaking
- Word Choice
- Writing
- Spelling
- Vernacular
- Context
- Brevity
- Body Language
- Actions
- Visible Clues
- Facial Expression
- Gestures
- Eye Contact
- Tone
- Inflection
- Demeanor
- Attitude
- Volume
- Listening
- Emotion
- Perception
Ways to Communicate

- Non-verbal
- Written
- Oral
- Interpersonal
Non-Verbal Communication

What is non-verbal communication?

- Non-verbal communication is defined as "the process of using wordless messages to generate meaning".
- The use of non-verbal communication can create a whole new meaning to a message.
Written Communication

Written communication involves any type of interaction that makes use of the written word.

Some of the various forms of written communication that are used are: letters, memos, reports, emails, job descriptions, employee manuals and texting.
Oral Communication

DEFINITIONS OF ORAL COMMUNICATION

1) Oral communication describes any type of interaction that makes use of spoken words.

2) Oral communication implies communication through mouth.

3) Oral communication includes individuals conversing with each other, be it direct conversation or telephonic conversation.
Interpersonal communication is communication between a small group of individuals, typically in a face-to-face setting, where participants engage in a minimally restricted dialogue with each other.
Ways to Communicate

Non-Verbal
Non-Verbal Examples

- sounds (e.g., laughing)
- closeness (e.g., 'invading someone’s space')
- body contact (e.g., shaking hands)
- facial expression (e.g., frown)
- ways of talking (e.g., pauses, stress on words)
- posture (e.g., slouching)
- appearance (e.g., untidiness)
- head movements (e.g., nodding)
- hand movements (e.g., waving)
- eye movements (e.g., winking)
Ways to Communicate

Written
Examples of Written Communication

- Notice Boards
- Memos
- E-mail
- Fax
- Texts
- Facebook
- Letters
- Reports
- Newspapers
- Websites
- PowerPoints

- Email Summaries of meetings, phone calls, etc.
Ways to Communicate

Oral
Oral Examples

- Mayor & Council Meetings
- Meetings with Supervisor/Administrator
- Resident Meetings
- Performance Reviews
- Face to Face Conversations
- Picking up the Phone!
Oral Communication

- Oral Communication is the best choice for conveying large amounts of information.
- Reduces the risk of misinterpreting the information.
- Face to Face conversations are the most effective way of communicating.
Interpersonal Examples

- Mayor & Council Meetings
- Staff Meetings
- Resident Meetings
- Meetings with other agencies
Why Use Interpersonal Communication?
Ways to Communicate

Superintendents who engage in interpersonal communication with their subordinates demonstrate that they care about their staff. Taking the time to get to know who your employees are will make them feel valued.
Ways to Communicate

The more valued the employee feels, the fewer barriers they feel they need to build around them and the more easily information flows. As barriers come down, relationships are formed that create value within the organization, job satisfaction increases, and the workplace becomes a place where everybody likes to be.
Ways to Communicate

To create interpersonal communication, use weekly meetings, staff meetings, manager to manager meetings, meetings with other disciplines face to face, pick up the phone. Emails can be misunderstood.
What are situations where Interpersonal Communication is not necessary?
When Interpersonal Communication is not Necessary

- Follow up to phone conversation
- Notification to staff of a meeting
- General announcement to residents/staff
- Upcoming events/yearly calendar
- Punch list / follow-up with vendors and/or contractors
Group Examples
Detention Basin Example
Detention Basin Example
Pump Station Example
Pump Station Example
Things to be aware of:

Too busy is not a good excuse!
Things to be aware of

- Too busy communicates the following:
  - My time is more important
  - I am busier than you
  - I do not delegate well
  - I am disorganized
  - I am a poor communicator
Things to be aware of:

Follow communication with summary email
Things to be aware of:

Do not confuse execution with communication
Things to be aware of:

ASAP is too general
Things to be aware of:

Face-to-face meetings accomplish more than emails & texts
Things to be aware of:

Responding to “ALL” on emails may not get your desired result!
Summary

The purpose of this presentation was to make every Superintendent aware of the importance of communication and encourage each of you to improve your communication.
Thank You!