



CENTER FOR
DEVELOPMENT
& DISABILITY

**PARTNERS FOR
EMPLOYMENT**

Let's Have a CONVO

**21st Century Survival Skills for
Employment Specialists**

Part 1: Communication

September 19, 2024





Partners for Employment

PFE is a statewide collaborative to improve competitive and integrated employment for individuals with intellectual and developmental disabilities.

Our mission is to build capacity by providing training, technical assistance and opportunities for networking and collaboration.

The PFE Partners Include:



UNM's Center for Development and Disability (CDD)



HCA's Developmental Disabilities Supports Division (DDSD)



New Mexico Division of Vocational Rehabilitation (DVR)

Presenters



Amanda Cowan

PFE

Training and Development
Consultant



Let's Have a CONVO



Collaborative
On-Time
Networking to achieve
Valuable
Outcomes



Today's Learning Objectives



1. Identify your personal and organizational communication styles.
2. Leverage effective communication practices in a team setting.
3. Apply communication strategies for successful outcomes.



Let's Take a Poll



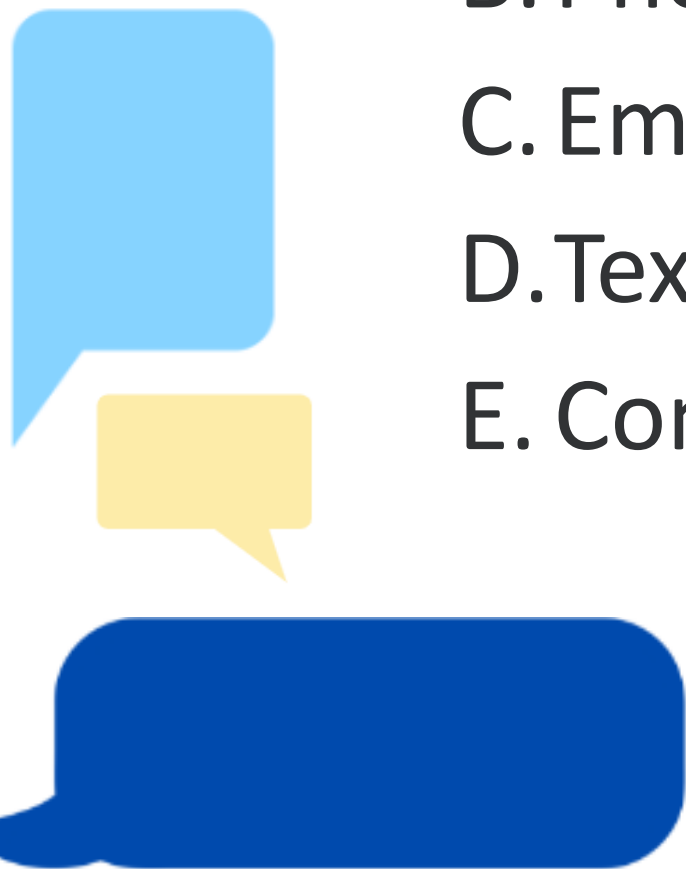
Let's Take a Poll



What are your preferred communication modalities?

Multiple choice

- A. In-Person
- B. Phone Call
- C. Email
- D. Texting
- E. Communication is scary!



Types of Communication

Passive	Passive Aggressive	Aggressive	Assertive
<ul style="list-style-type: none">▪ Emotionally dishonest▪ Indirect▪ Inhibited▪ Self-denying▪ Blaming▪ Apologetic	<ul style="list-style-type: none">▪ Emotionally dishonest▪ Indirect▪ Self-denying at first▪ Self-enhancing at expense of others later	<ul style="list-style-type: none">▪ Inappropriately honest▪ Direct▪ Expressive▪ Attacking▪ Blaming▪ Controlling▪ Self-enhancing at expense of others later	<ul style="list-style-type: none">▪ Appropriately honest▪ Direct▪ Self-enhancing▪ Expressive▪ Self-confident▪ Empathetic to emotions of all involved
<i>"Others' rights and needs take precedence over mine"</i>	<i>"I subtly make clear that my rights and needs prevail"</i>	<i>"I boldly insist that my rights and needs prevail"</i>	<i>"I clearly express that we both have rights and needs"</i>

“ I know you think you understand what you thought I said but I'm not sure you realize that what you heard is not what I meant”

- Alan Greenspan





Why is Communication Important?

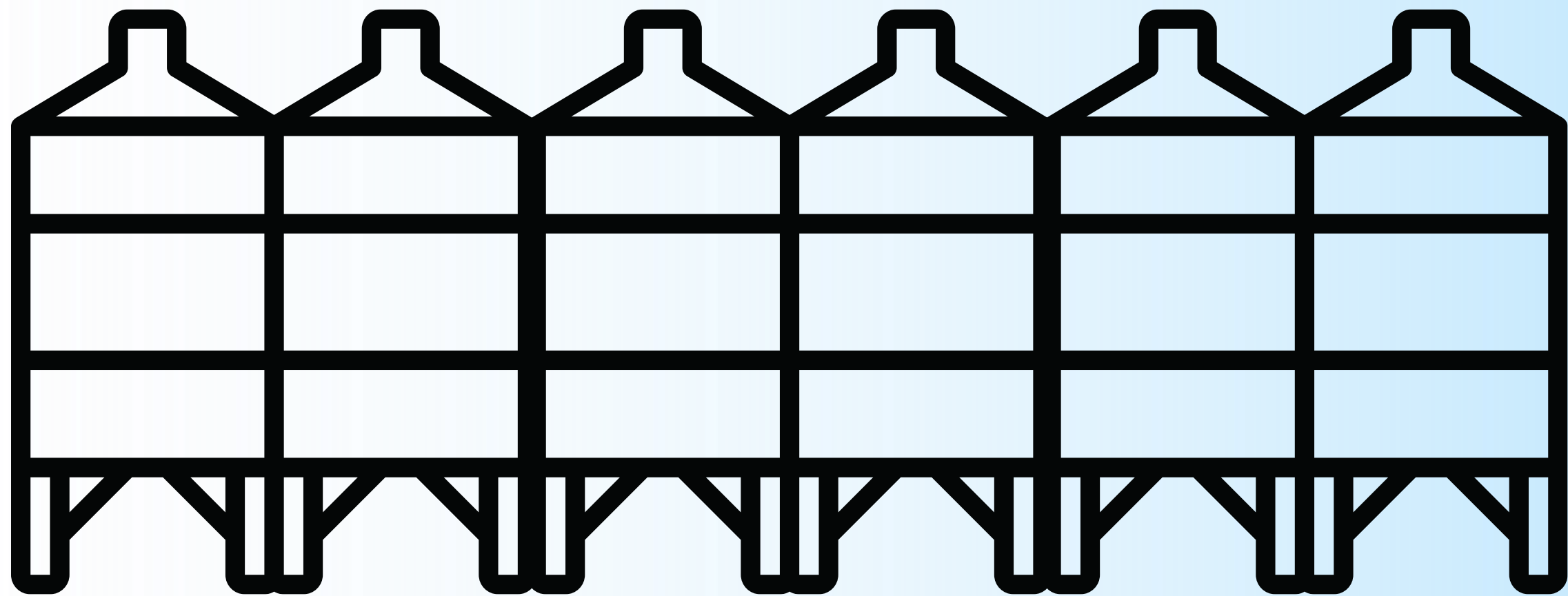
Drop in the chat: What does communication mean to you?



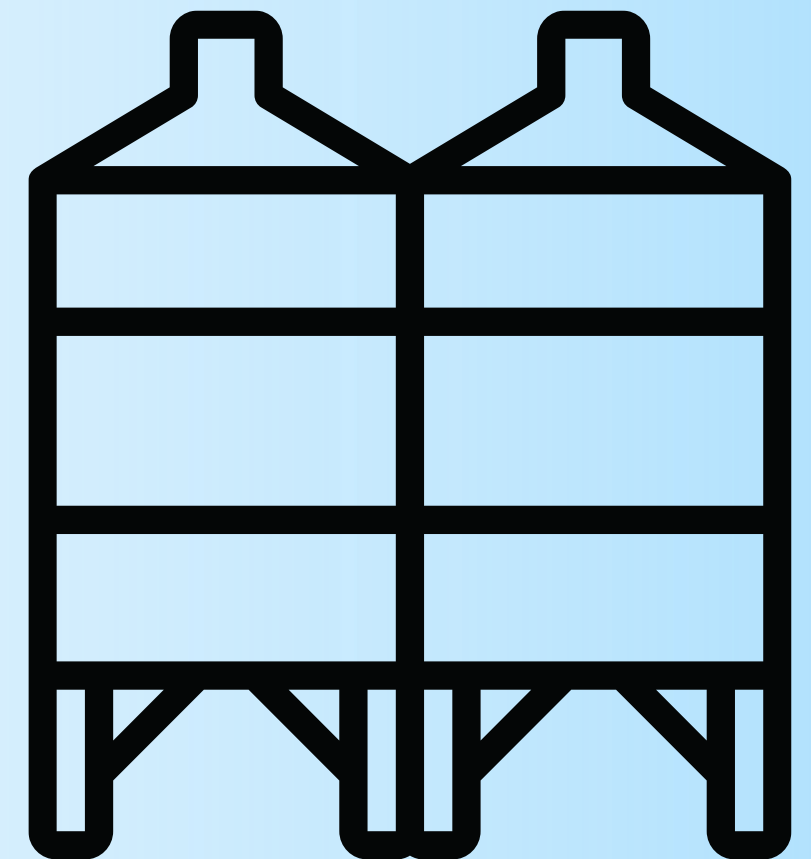
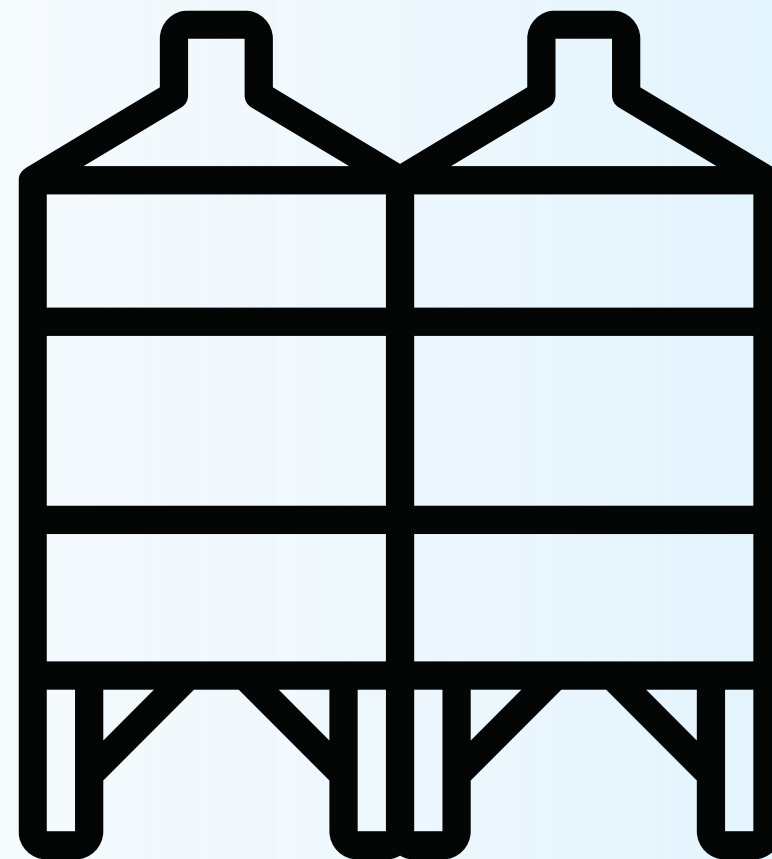
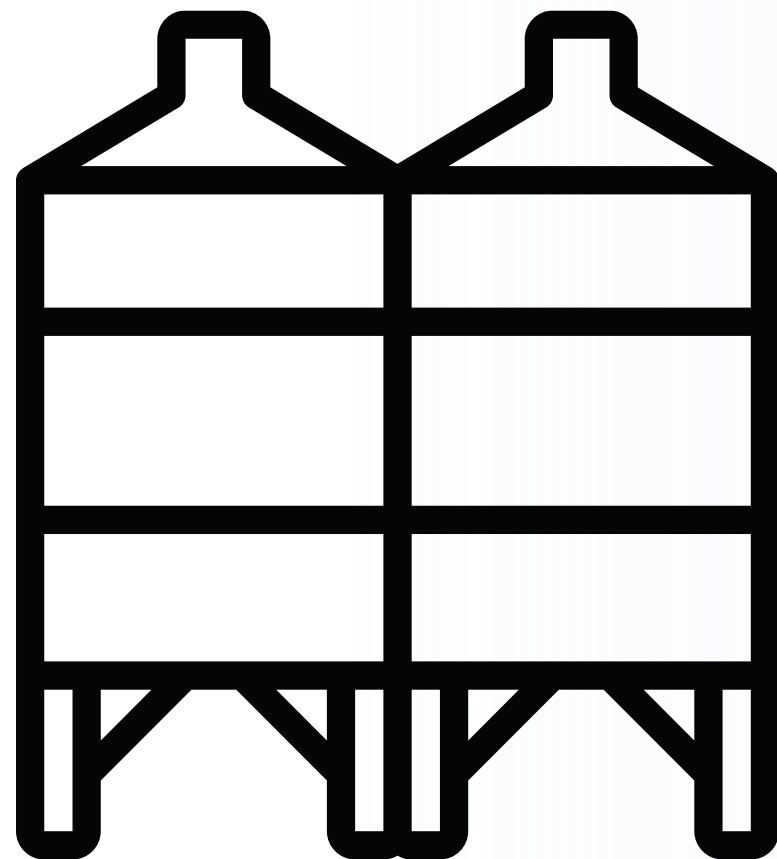
Everyone says we want open communication, but what does that mean?

Open communication is the ability to express your thoughts freely while interacting with other people. In a workplace, it refers to the ability of employees to share and receive feedback, provide ideas and suggestions, and raise concerns, which makes them active participants in the work process.

Open communication is about
honesty, availability, and transparency.



Communication Silos can occur when different departments or teams have limited or no communication with one another. This can lead to a lack of collaboration and coordination.





The State of Workplace Communication in 2024

Forbes Advisor 2024 Workplace survey found that:

- **49%** reported ineffective communication impacts productivity.
- **45%** reported poor communication reduces trust.
- **50%** reported that ineffective communication impacts job satisfaction.

Effective communication increases productivity, trust, and retention.

Collaborative

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Collaborative

Involving two or more people working together for a special purpose.





What Skills Make You a Good Collaborator?

Drop in the chat:

What skills do you use when collaborating with others?

What Skills Make You a Good Collaborator?

INTERPERSONAL SKILLS EXAMPLES

CAREERCLIFF.COM

- Problem solving
- Communication
- Conflict resolution
- Decision making
- Professional Ethics
- Leadership
- Empathy
- Mediation
- Negotiation
- Listening
- Patience
- Responsibility
- Influencing
- Persuasion
- Relationship building
- Teamwork/ Collaboration
- Ability to work under pressure
- Adaptability
- Dependability
- Emotional Intelligence
- Creativity
- Self Motivation
- Positive Attitude
- Honesty





Let's Take a Poll



Let's Take a Poll



Select *all* of the types of communication you engage in for your job.

1. Interpersonal
2. Intrapersonal
3. Interagency

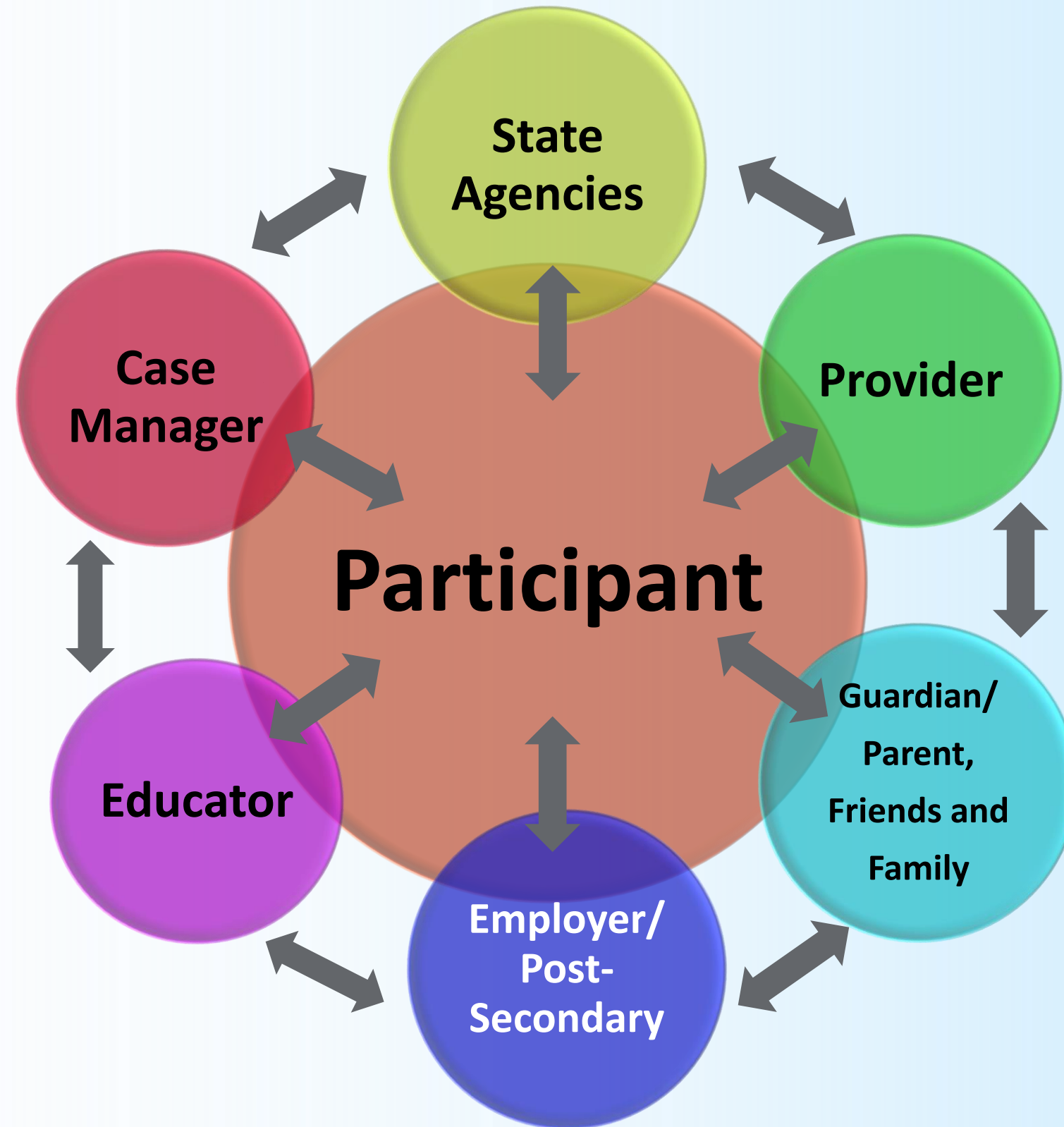




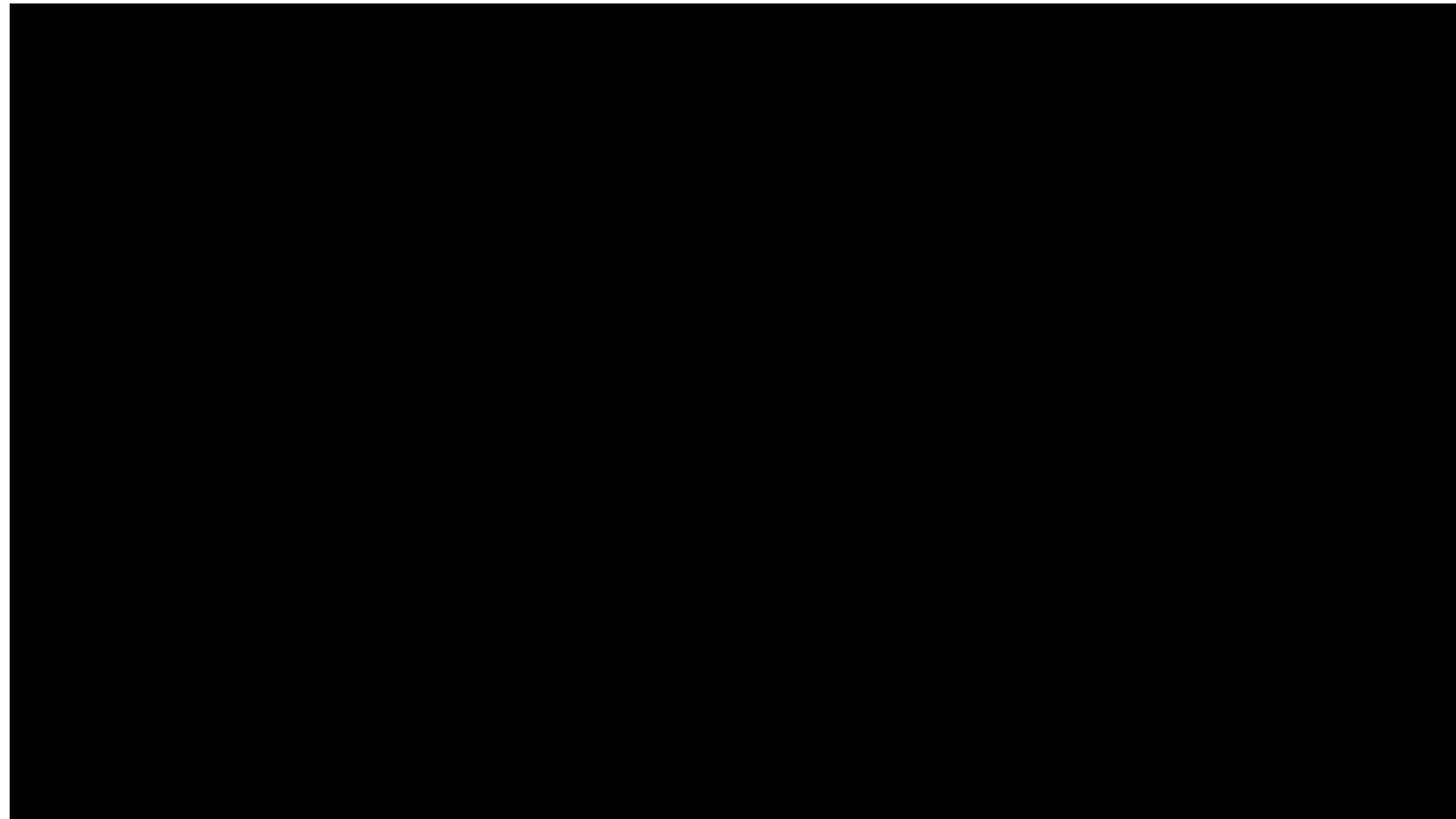
We use them ALL!

- **Interpersonal Communication:** Sharing of information between two or more people.
- **Interagency Communication:** Sharing of information between multiple organizations.
- **Intrapersonal Communication:** The thoughts and conversations you have with yourself.

Interagency Collaboration = Interpersonal Communication



Instilling Trust Leads to Communication Flow



Instilling Trust Leads to Communication Flow



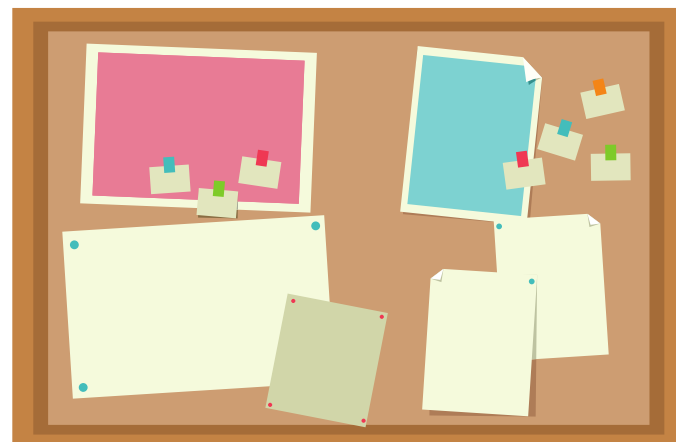
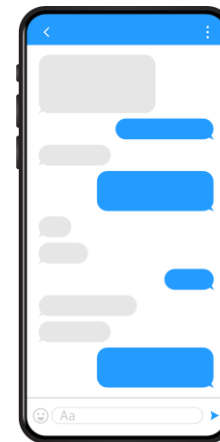
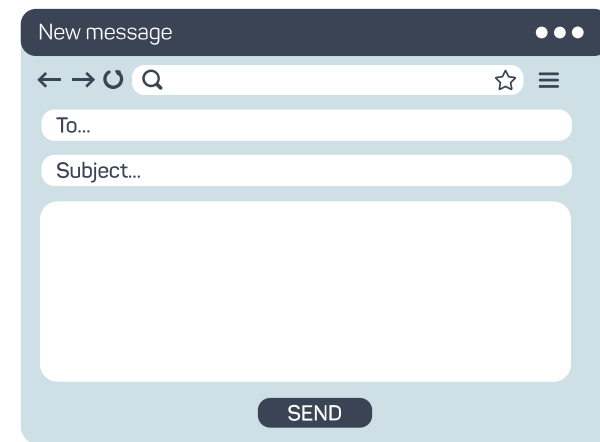
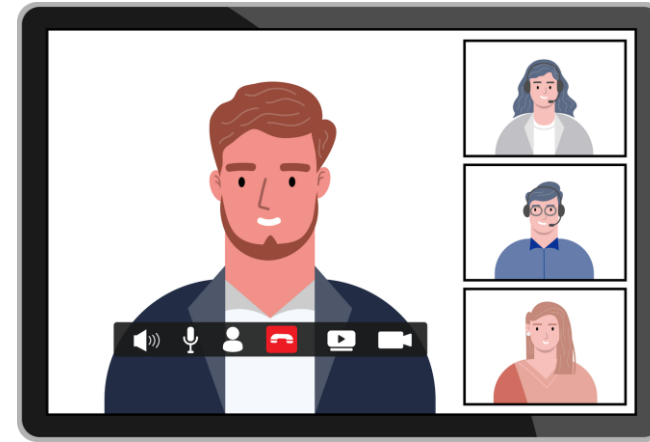


Communication is Listening

Active Listening

- Give people the chance to explain their side.
- Be present.
- 80/20 rule: Speaker talks 80% of the time, listener 20%.
- Ask questions to dig deeper and clarify.
- Recap what was said.
- Take notes.
- Physically acknowledge the speaker.

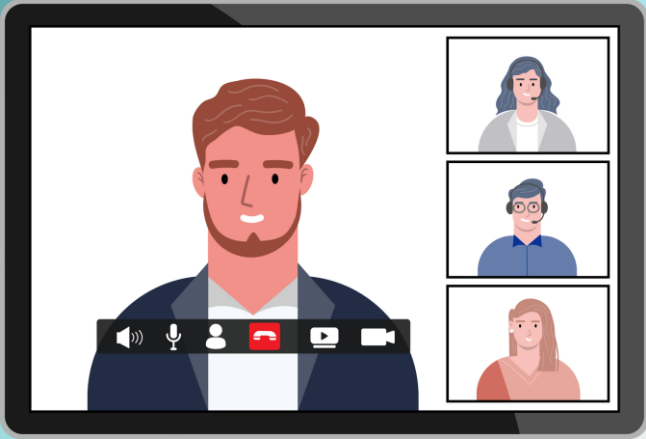
How do you communicate? What form?



Rich

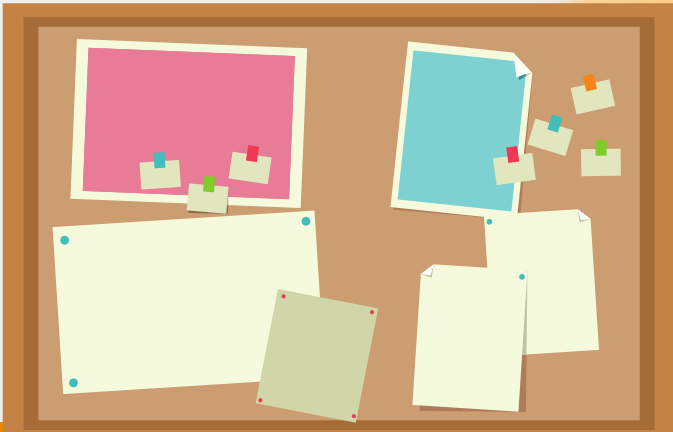
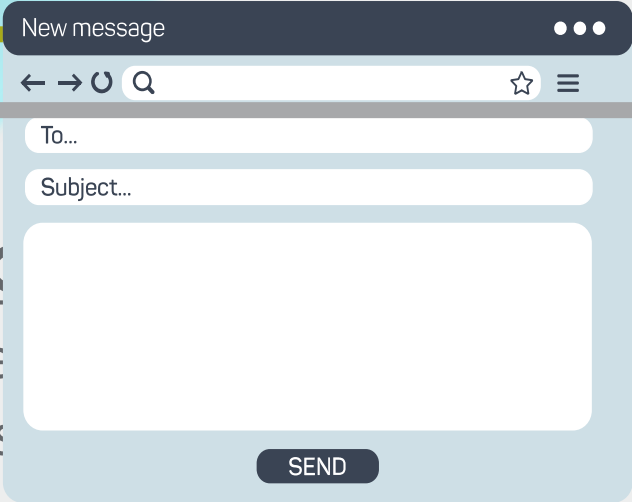
Richness of communication medium

Richness of communication medium



Personal

Memos, personal emails, texts



Oversimplification Zone:

Medium does not provide necessary information

Lean

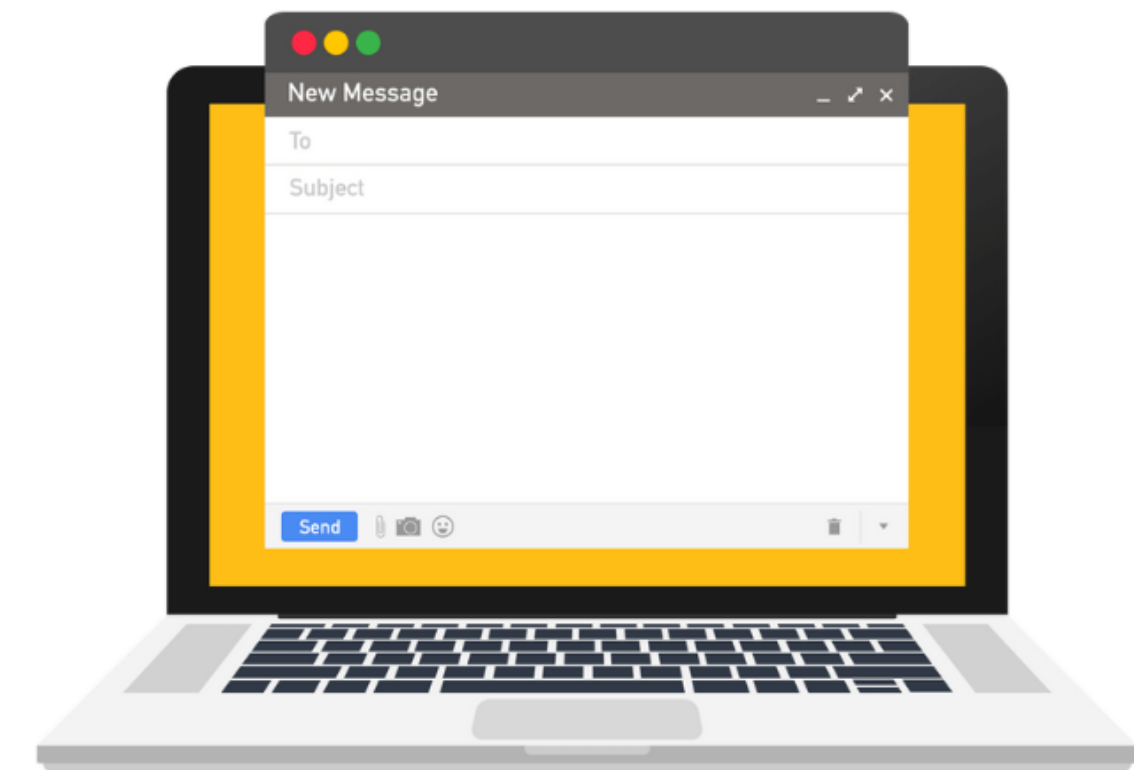
Low

Complexity of problem/situation

High

Email Etiquette

1. Call to action
2. One email thread per topic
3. Start with your main point
4. Summarize in your reply
5. Abstain from using personal identifiers



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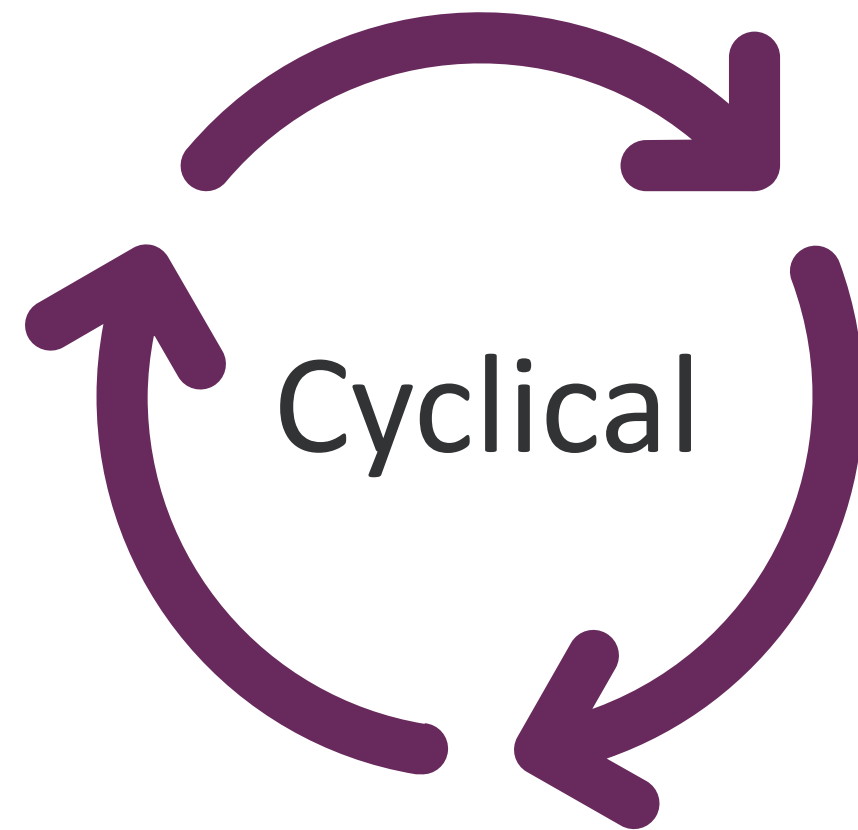
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On-Time

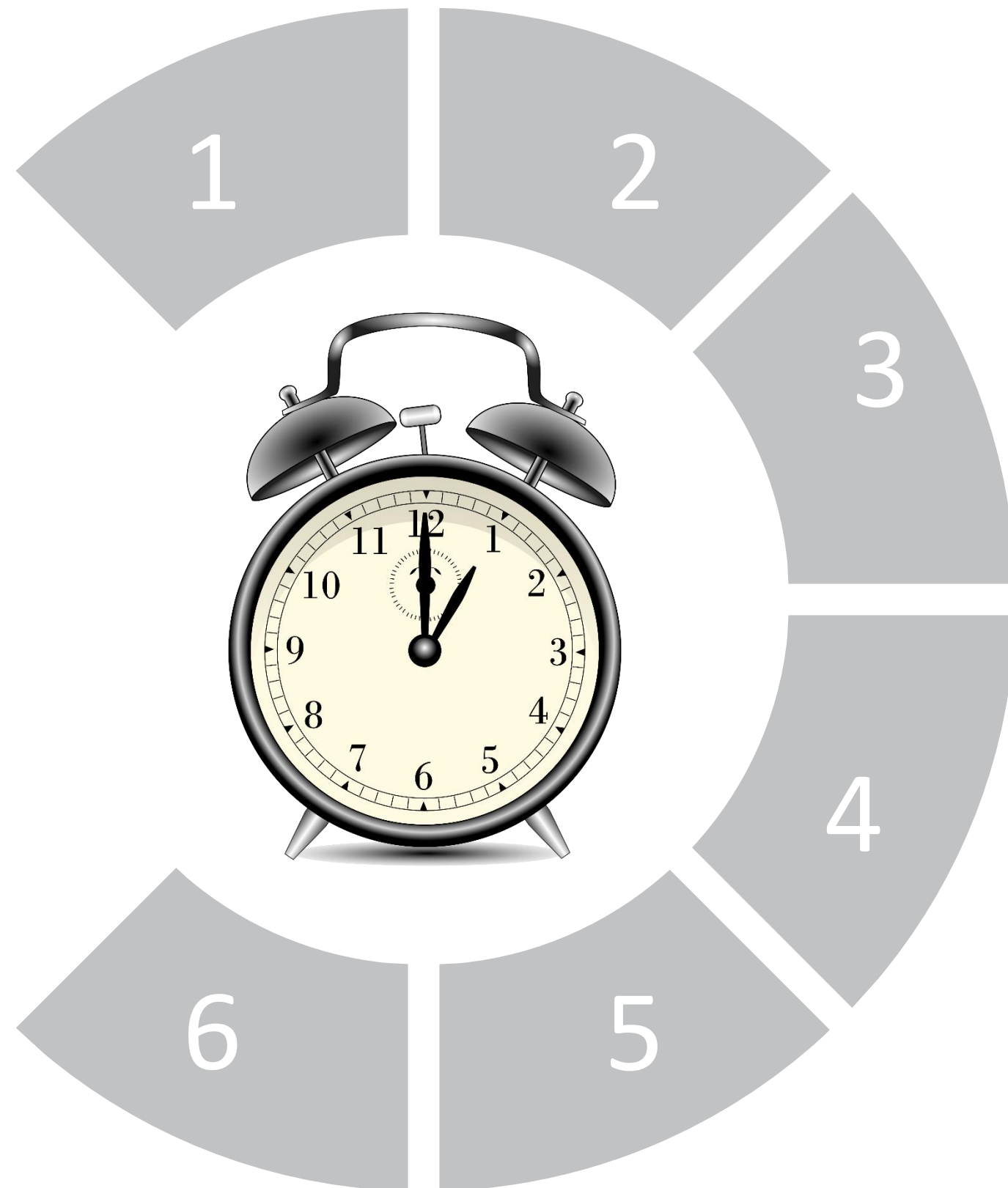
1. Understanding of time
2. Sense of urgency



Chronemics: The study of the relationship between time and communication



Assessing Urgency



1. Evaluate Deadlines
2. Consider the outcomes
3. Prioritize based on needs
4. Identify need-to-know team members
5. Assign/confirm essential tasks
6. Follow-up/confirmation of completion

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Networking

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Networking

The action or process of interacting with others to exchange information and develop professional or social contacts.

Definition Source: <https://languages.oup.com/google-dictionary-en/>



When does networking happen?

All the time!



Drop in the chat: What are some of your networking strategies that you've found successful?

Best Practices for Networking

- Virtual Connections
 - Social Media
 - LinkedIn
 - Database of your professional connections
- Connections Outside the Box
 - Joining professional and community-based organizations
 - Attending meetups and workshops outside your industry
 - Pursuing continuing education
 - Mentorship exchanges
 - Traveling



Networking Opportunities in Our Field

- Conferences
- Organizational Happy Hours
- Work potlucks and retreats
- Hosting tables or attending community events
- Job Fairs/Reverse Job Fairs
- Informational interviews
- PFE: CES cohorts/SELL/SWTT

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**Valuable
Outcomes**

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Collaborative, on-time networking leads to

**Valuable
Outcomes**





Valuable Outcomes

- Person-centered: the participant at the center of the decision-making and actions involved with their goal development and achievement.
- In alignment with their personal and professional goals.
- Encompasses supports for long-term success and stability.
- Results in an enhanced quality of life.

CONVO's Lead to Valuable Outcomes!

A self-advocate presents and attends a statewide conference for the first time and meets new friends and colleagues.

Transition program graduate is accepted to a early childhood education program at a post-secondary institution AND currently works at a childcare center.

High school sophomore connects with NMDVR and is learning Pre-ETS at school while also completing a paid apprenticeship with a local employer through workforce connections.

Participant secures a competitive, integrated job at a major hotel, moves into their own apartment, gets their drivers license and car, and adopts a cute little kitten.

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PFE Upcoming Trainings and Events

Thank You!

Please join us for
Part 2: Technology
October 17th from 1-2PM



Resources:

<https://www.forbes.com/advisor/business/digital-communication-workplace/>

<https://www.runn.io/blog/open-communication#:~:text=Open%20communication%20is%20the%20ability,participants%20in%20the%20work%20process.>

<https://www.sociabble.com/blog/internal-communication/break-down-communication-silos/>