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# Improving Employee Engagement with Authentic Communication

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What are your individual strengths as a communicator?

Where do you struggle with communication?

What issues of communication are currently affecting your business?

What would you like to see improve when it comes to communication at work?

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## Getting What You Want

*"The truth shall set you free, but first it shall make you miserable."  
- Anonymous*

- What are the biggest communication challenges you face at work?
- What type of people do you find to be the most difficult to communicate with?
- What are some effective ways to handle these challenges?

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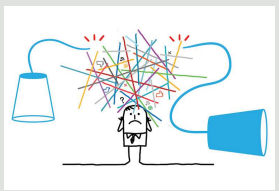
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Bias  
Stereotypes  
Meta-Stereotypes  
Cognitive Dissonance



Preconceptions  
Emotional Interference  
Perspective  
Perception

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## Perception vs. Perspective

Perspective is a point of view.

Perception is a way of regarding, understanding, or interpreting something.



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## Perception vs. Perspective

Our perception has to do with what makes us who we are (beliefs, experiences, values).

A perspective can mean the way we approach understanding, or the place from which we are standing.



Image: Picasa

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## Generational Differences

How significant are they in the workplace?



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**GENERATIONAL DIFFERENCES  
IN THE WORKPLACE**

Dr. Bea Bourne, School of Business and Information Technology, Purdue Global:

What kinds of challenges are presented by 5 different generations in the workforce?

How do generational workforce differences affect our ability to manage people effectively?

What are the traits, beliefs, and life experiences that mark each generation, influencing how they work, communicate, and respond to change?

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## Generational Differences

What might really matter at work are not actual differences between generations but people's *beliefs* that these differences exist. These beliefs can get in the way of how people collaborate with their colleagues, and they have troubling implications for how people are managed and trained.



-Harvard Business Review, King, et al.

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## Self Reflection

Take a few minutes to think about some of the beliefs you hold about communication.

What might be the basis for those beliefs?

What could be related to your *perception*?

How could you change your *perspective* about those beliefs?

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## Have you thought about your perception?



What is your worldview based on?

What key experiences have shaped you?

What beliefs have come from those experiences?

What values were you raised with?

What values do you hold now?

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How do our beliefs affect us in the workplace?

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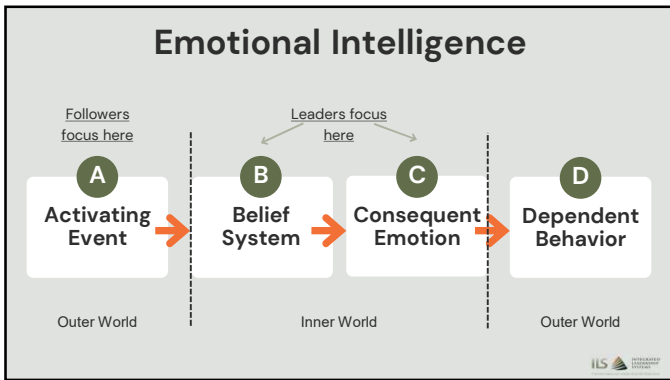
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### Assertiveness Continuum



	Passive Aggressive	Assertive	Aggressive
<b>Confidence Level</b>	Low	High	Low
<b>Motivation</b>	Approval Seeking	Connection With Others	Control over others
<b>Self Talk/Belief</b>	"Tell me I am lovable."	"People are good, and so am I."	"The world is a dangerous place. I must protect myself."

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**What Shuts People Down?**

- Blaming (assuming bad intent)
- Sarcasm
- Shaming
- Bringing up the past negatively
- Name calling
- Threats
- Public correction/humiliation
- Framing conversation as a moral test



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
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**Passive Aggressive Communication**

What are some common forms of passive-aggressive communication?

- Sarcasm
- Body language
- Silent treatment
- Indirect refusal
- Ghosting
- Backhanded compliments
- Belittling/Downplaying someone's experience
- "No Offense, but..."

Why do we engage in passive-aggressive forms of communication?



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What do we do about it?




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### What to do about it

- Address it
- Perspective
- Cooperate
- Share stories
- Emphasize shared goals
- Universal truths



Create a culture of safety, belonging, and a shared mission.  
-The Culture Code, Daniel Coyle



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### An Exercise in Perception





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An Exercise in Perception



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An Exercise in Perception



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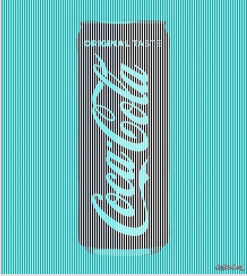
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An Exercise in Perception



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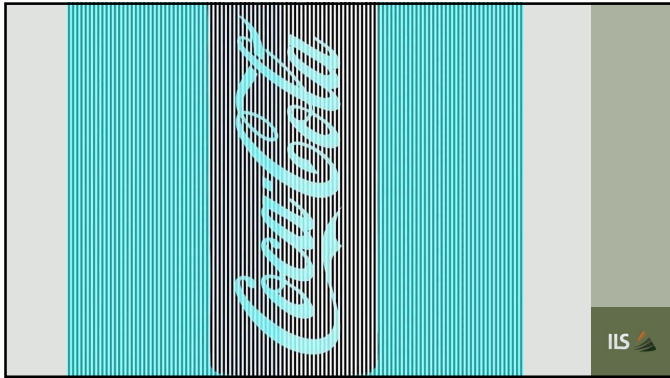
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Feedback, Support  
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