Effective Communication

We have advice for every step of the way

1 Communication Style
2 Mentoring
3 Flexibility
Learning Objectives

• Upon completion of this training, you will be able to:
  – Tailor your approach based on the student’s communication style
  – Build and maintain mentoring relationships
  – Understand the importance of flexibility and establish better working relationships
Communication Style

Understand, identify, and connect
**Getting Started with Understanding Millennials**

**Millennials** (Gen Y) 1981-1999
Age 18-36 years
Digital Media Generation
Volunteer-minded
First generation of kids with schedules
Earn to spend

**Benefits**
Technologically savvy
Open to change
Creative
Skillful
Adaptable
Multi-taskers
Ambitious
Common Misconceptions

Understanding millennials and removing common misconception is the first step in communication.

Figure 1: Aperian Global, Attracting and Retaining Millennials in the Global Workplace (2017)
Entitlement
Tip #1: Identify what drives your students to be successful.
Communication is important for improving trust and understanding. Having open and honest conversation with employees improves productivity, job satisfaction and overall retention.

Say what you mean the right way.
Verbal Communication

- One on One Meetings
  - Informal
  - Formal
- Conference Meetings
- Trainings
- Video Conference
- Skype/FaceTime

Figure 2.-Millenials and Effective Communication, University of Florida (2017)
Non Verbal Communication

- Email
- Text Messaging
- Body Language
- Notes/Memos
- Tone of Voice
- Appearance
- Behaviors

Figure 2.-Millenials and Effective Communication, University of Florida (2017)
Tip #2: Ask your students the method of communication they prefer.
Preferred Options

• Instant communication
  – Text messaging preferred
  – Emails
  – Skype

**Example**: Provide lists of tasks
  – Follow up
Effective Communication

Be a Better Listener

• Remove distractions
• Be present
• Wait for the other person to finish
• Don’t assume
• Ask questions

Activity
Bad Habits
Tool: Engagement Form
Mentoring

Modern methods, motivation techniques, and feedback
Tell me and I forget. Teach me and I remember. **Involve me** and I **learn**.

Benjamin Franklin
Think of mentoring as a collaborative effort or social learning. This produces a smarter, more connected workforce that is better prepared for their jobs.
Open Environment

Everyone has something to learn and something to teach

Find common ground and begin to shape others.
1. Identify a mentor based on interest and expertise
2. Build rapport and set a direction
3. Become a sounding board for the mentee
4. The mentee should be independent and self-reliant at the end of the program.
• Show respect
• Build trust
• Have open communication
• Follow through
• Give guidance and advise
• Introduce to your contacts
• Provide consistent support
• Share knowledge of the all aspect of the job
Tip #3: Show what you know.
Share the knowledge

• **What is knowledge sharing?**
  – Expertise, skills and information is exchanged between others

• **Why?**
  – Creates awareness
  – Improves productivity
  – Accept new Ideas
  – Increases engagement
  – Created a positive work environment
FEEDBACK

• Encourage the mentee to ask for regular feedback
  • Feedback must be specific, clear and descriptive

• Mentee should avoid becoming defensive or responding with denial
  • Recommend the mentee to take time to reflect.
Activity: 360 Feedback

1. What should I stop doing?
2. What should I start doing?
3. What should I continue doing?
Recognition

- National Student Employment Week April 10-14
- Improves student moral
- Feeling of being valued
- What makes you feel valued?
  - Be Timely
  - Authentic vs. Automatic
  - Feeling Valued
Tip #4: Ask your student how they like to be recognized.
Flexibility

Understanding priorities and respecting values
Flexibility

» Millennials require flexibility

» Won’t sacrifice personal life for work

» Can work on multiple tasks

» School work comes first

» Encourage, advise and support
Tip #5: Ask your students what values play into a work-life balance.
Schedules

- Understand your student’s schedule
- Be flexible with scheduling
- Be fair
- Respect their time

**Value**
- Improves absenteeism
- Increases morale
- Control turnover
- Keeps your talent
- Respects their time
What will your students remember you for?

Be the difference in someone’s life through Communication and Mentoring!

Be Flexible
But wait...
There’s More!
Access the Learning Zone

» Check out Skillsoft by UT System

» Access information from wherever you are!
Customized Training Requests

- Email Etiquette
- Emotional Intelligence
- Time Management
- Difficult Discussions
- Adapting to Change
- Professionalism in the Workplace

Exceptional Customer Service for Students

- Summer and Fall Sessions coming soon!
Additional Resources

• Learning Zone by Skillsoft
  • Mastering Active Listening in the Workplace
  • Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships

• Books
  • Start with Why: How Great Leaders Inspire Everyone to Take Action by Simon Sinek
  • Modern Mentoring by Randy Emelo
Thank You