

Communicating during Uncertain Times

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Agenda

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Event
#MHMB2020

- Reflect on 'what works'
- Identify key challenges
- Strategies for
 - Setting you up for success
 - Messaging
 - Managing in the moment
- Share your top tips



When it works

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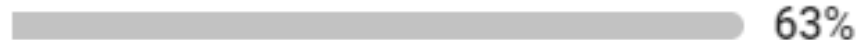
During this period, good communication has helped me to (tick all that apply):

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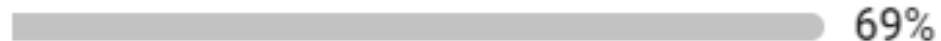
Understand 'why' things are happening



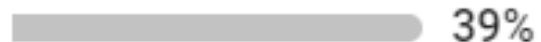
Separate 'fact from fiction'



Feel like we have 'a plan'



Feel proud of our achievements



When communication has been good, I
have felt: (1-2 words)

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Why Communication Matters

Transparency

- Current Information
- The Bigger Picture
- What's coming

Connection with

- You, Team
- Monash, Vic Gov
- Good News Stories



Enable your people to
connect outside themselves
and ***move forward***



A 'set up' that helps people move through the 'noise'

Connection, Transparency

Predictability

- Regular time / format

Input/ Control

- Question Time
- Reporting Back
- Shared Agenda
- Shared Problem Solving
- Prioritising



A Bit of Help, Please?:

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When you think about communicating at the moment, what feels most challenging (tick all that apply):

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Managing Myself: (I'm feeling overwhelmed, not confident)



Managing the Info: (Not knowing what to say)



Managing an Outspoken Group (eg –vocal, interrupting, critical)



Managing a Withdrawn Group (eg - unreadable, silent, stressed)



Urgh... But do / have to?

- You are uniquely suited
- Find your 'best self'
- Be timely not 'perfect'
- Invite input (agenda, format, topics)
- Problem solve your nerves
 - Message Clarity
 - Questions on notice
 - Think about format



Messaging – Clear and Capable

Clear

- Focus on what you **do** know
- Focus on what you **can** do
- Remind yourself what's **not changing**
- Simple language
- Start with the Key Message
- Then explain....(why, who, how)
- Reiterate, and check understanding

Capable:

- Strengths, Experiences
- Achievements (now, and previous)
- Team work, others
- Resources / Supports
- Gratitude



Managing 'in the Moment': General Principles

- Acknowledge
- Summarise: Check your understanding
- Answer it? (simple statement + why)
- OR
 1. Walk it through, and help them use the 'why' to reason through –or/&
 2. Invite suggestions, participation? – or/&
 3. Capture it for later, and report back
- Recap



But what if...

- I don't know the answer
 - [apply principles]
- Someone 'has the floor',
- Someone is 'stuck in a loop'
 - Take control with a polite interruption
 - [apply principles]
 - Be prepared to capture the point in some tangible way, using their own words
 - Recap action, and choose how to restart the flow



Switching between Content and Process

But what if –

- Someone keeps interrupting me
 - Draw their attention to the interruption, and then finish your point.
 - [\[apply principles\]](#)
 - If it continues, call it out as unfair to you and the group.
 - Check in later.
- The group is critical, tetchy
 - Draw attention to the energy of the group
 - [\[apply principles\]](#)
 - Use the WHY to set parameters, and invite problem solving.



Switching between Content and Process

But what if –

- Withdrawn / non-responsive:
 - Acknowledge the energy and ask about it
 - [\[apply principles\]](#)
 - Ask the group to problem solve with you
 - Wellbeing support needed
 - Communication not suiting their needs (frequency, format)
 - Understanding /Overwhelm?
 - ‘So, can I just check what you understood?’
 - Can someone help by summarising the key points?’



Your Communication Tips [slido.com](https://www.slido.com) ; event #MHMB2020



Your Communication Wisdom

(via Slido)

- **Listen**, truly listen to what is being said
- **Empathy**
- **Honesty**
- Confidence, Directness
- Be present!
- Be genuine
- Be accountable
- Be authentic and genuine
- Vulnerability, understanding, compassion
- transparency
- Ensuring people feel heard

***What
matters***



Your Communication Wisdom

- Believe in yourself
- Believe in your own knowledge
- It's not all about me - others need me to lead
- Don't internalize
- It's ok to not know everything
- Energy breeds energy
- To not take on other distress as your own.
Remain objective through remembering it is not personal

(via Slido)

Message
to
Myself



Your Communication Wisdom

(via Slido)

- Interpret what is communicated to the organisation to the program/service level, so high level information becomes contextual.
- be knowledgeable in the communication
- don't be afraid of repeating yourself.
- Pass on information, even if it is a tiny piece
- Giving people time to process info then come back with Q's
- Be prepared
- Rehearse, Edit
- Do it frequently, Must be timely
- Transparency and honesty, regular contact
- Be consistent, Same time each day
- Be supportive, listen, allow time for responses
- Vary your styles to suit different staff
- True, honest, concise and transparent information, that is evidence based.
- Engage team and address concerns even if it means coming back with a reply later

Planning your Communication



Your Communication Wisdom

(via Slido)

- listening and empathy and selflessness
- be supportive!!!!!! above anything else
- Achieving common ground.
- Empathetic listening, Lead the way you want to be lead
- dialogue not a monologue
- Inviting individuals to comment what their biggest concern is right now?
- Understanding the mood of the group and how to tailor your communication no to take it personally
- ask people to repeat back their understanding of what has been said

*Forming
Connections*



Your Communication Wisdom

(via Slido)

- listening and empathy and selflessness
- Watch body language vs what verbalising
- Eye contact. Paraphrase back what you heard
- Acknowledge if you don't know and seek assistance from others
- Talk back to seek clarification and understanding
- Display empathy but don't react emotionally
- Take questions offline to take heat out of conversation
- Admit when you don't know an answer
- Be honest, if you don't know that's ok, but follow it up
- Content is important, and attending to process is essential
- Letting others guide the conversation while I'll make sure it stays on track

*Tips for 'in
the moment'*



Your Communication Wisdom

(via Slido)

- Have that difficult conversation that you have wanted to avoid
- Invest the time now for those who need it as it will only snowball if an employee doesn't feel heard or understood.
- More chocolate frogs 😊

General



Remember

- Communication is not a 'one off'
- Set up your forum to help you (questions, agenda, intentions)
- Check in
- Be 'timely' rather than perfect
- Do it frequently, and cover all your groups



Thank you!