

We will begin shortly

Please turn on video (when possible) and mute audio.

For questions you may use the chat or unmute+ask.

No such thing as a “dumb question” so definitely use this time to ask! Better to ask now than during a hiring process.



Interpersonal Communication Skills

Team and Individual
Application



What will we accomplish?

You will learn how to receive communication in a collaborative style.

You will learn how to invite and truly understand and listen to core challenges/issues.

You will influence growth and resolution through acquiring active speaking and listening skills.

You will ease strain on the speaker and on yourself the listener.

You will get your point across. The person who listens the closest, not the person who speaks the loudest, is the person who gets their point across.



Remember



Participation is recommended and highly encouraged but ultimately, do what you are comfortable doing.



Respect each other at all times. The greatest sign of a true professional is one that respects those around them.



Practice this knowledge. When possible pay attention to and practice this knowledge so that it becomes more tangible for you.



Seek opportunities to ask questions. Others benefit from the question YOU ask.

Communication

Communication is the process by which companies, communities and societies move forward, are altered, and sometimes destroyed. When you apply these communication skills, you will increase your effectiveness up, down and across the organization, as well as outside of the company in your personal life.

This sadly is going to be a crash-course in a formal program which used to be known as iSkills.



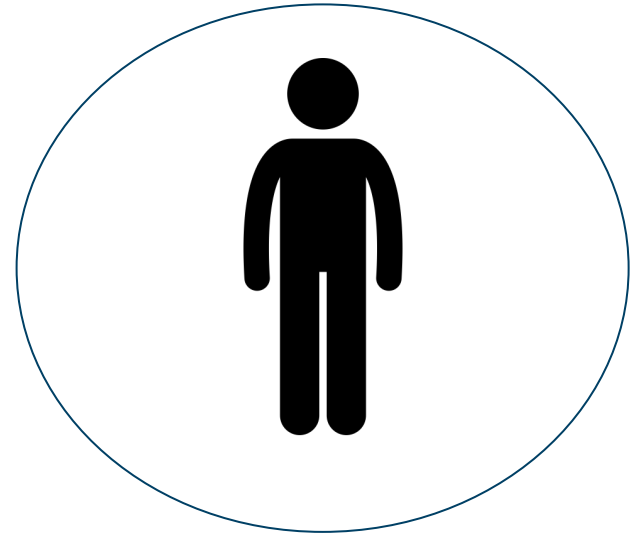
"I'm inviting you to my seminar on Improving Your Communication Skills. If you'd like to attend, grunt once for yes or twice for no."



Where is the solution in communication?

YOU HAVE GREAT POWER in the communication process

- Look Inside First
 - About 80 percent of the time, the solutions to the challenging issues that you face individually and that your group or team encounters collectively, reside inside yourselves - the people closest to the situation.
 - With that in mind, remember that it only takes one person to change the dance of interviewing, working in a team, etc.



Communication Styles

Remember there is a difference in

1. What you say - **the content of your communication**
2. How you say it - **the style or manner of delivery**

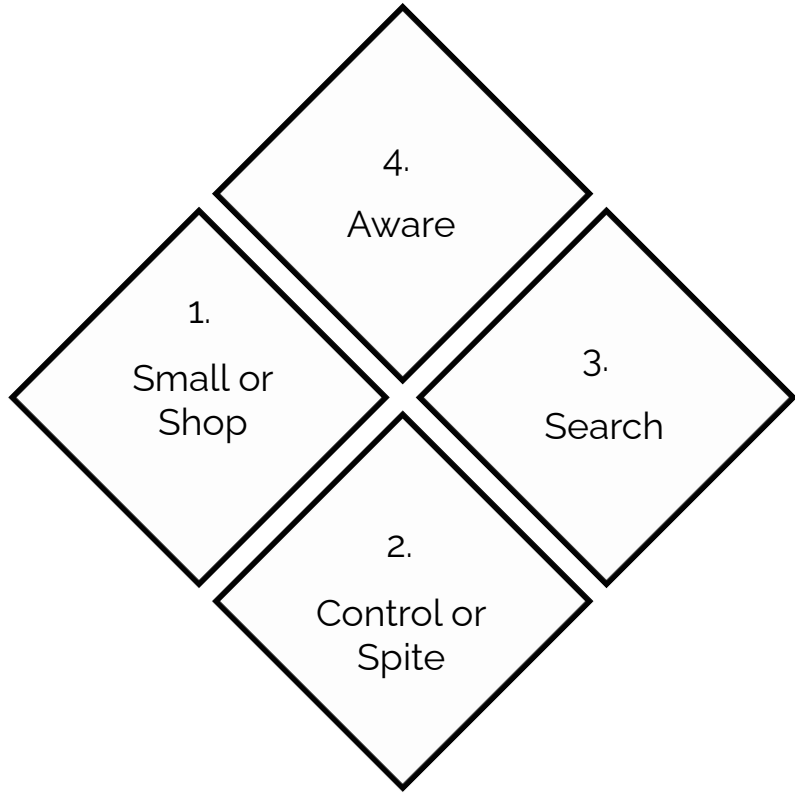
Remember the chocolate cake...



it's not
what you say
it's **how** you say it
that matters



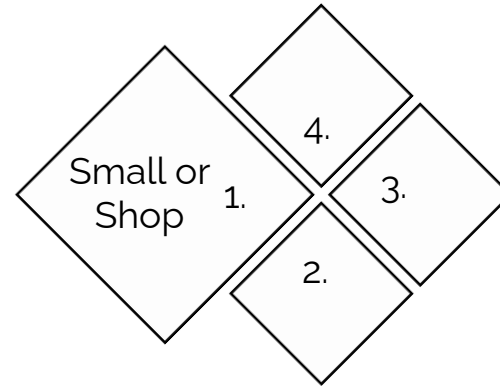
The Four Speaking/ Communication Methods



1. Small Talk / Shop Talk

Used generally at the beginning of the interview and possibly as you are being walked out at the end. Common in team environments and necessary.

- Intention to : Make contact, connect, establish rapport
- Intention to be : friendly, pleasant, sociable
- Mood : should be comfortable and relaxed

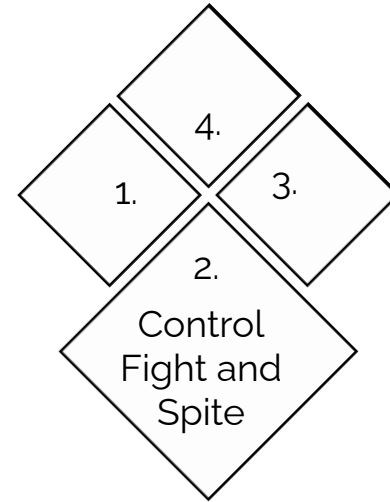


2. Control Fight and Spite Talk

If you find yourself here then you are in the wrong place and something has found its way into your interview.

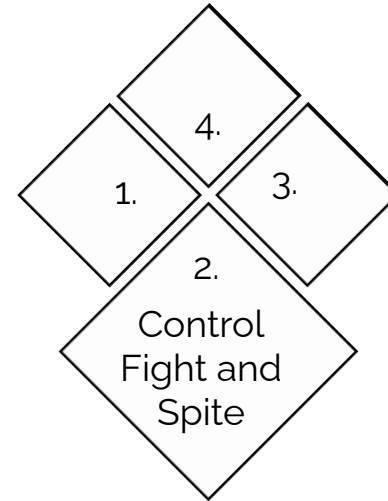
Control talk is a common leadership communication style.

Fight talk and Spite talk in a team / professional environment can often be very harmful to growth and unity.



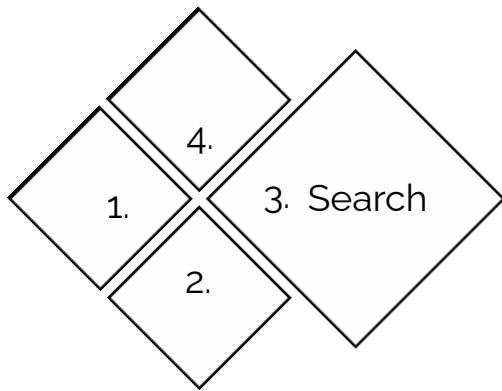
2. Control Fight and Spite Talk

- Intention to :
 - Control or establish dominance, pressure or compel, hide fear and vulnerability, sound smart, twist or distort, hide agenda
 - Intention to be : funny with a bite, deceitful, uncooperative, right superior, justified, persuasive, compelling
- Mood
 - Urgent authoritative, aggressive, hostile, tense, anxious energy lives here, sarcastic, pessimistic



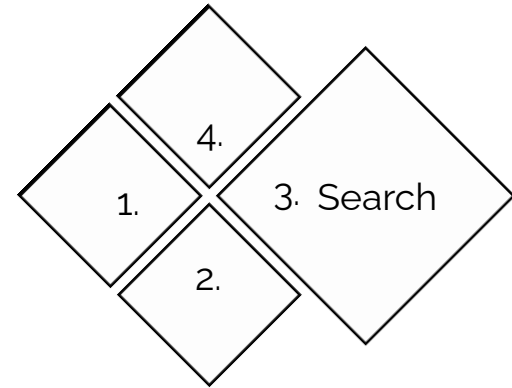
3. Search Talk

Cool and rational style of talking to examining facts, exploring possibilities, and gaining an overview. You can brainstorm here, pose solutions here, but lacks commital to action. Common during interview because the interviewer is “searching” for the right candidate. Also common in team collaboration or brainstorming meetings.



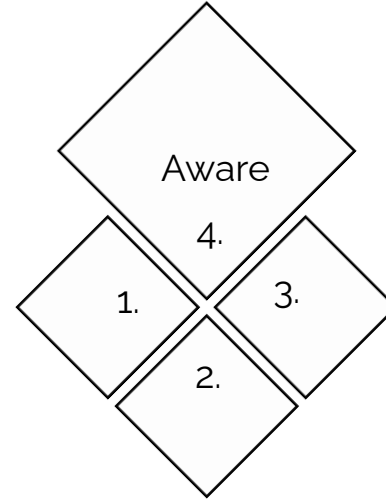
3. Search Talk

- Intention to :
 - speculate, clarify, search for cause, brainstorm, evaluate alternatives
- Intention to be :
 - rational, flexible, insightful
- Mood :
 - calm, inquisitive, reflective



4. Aware Talk

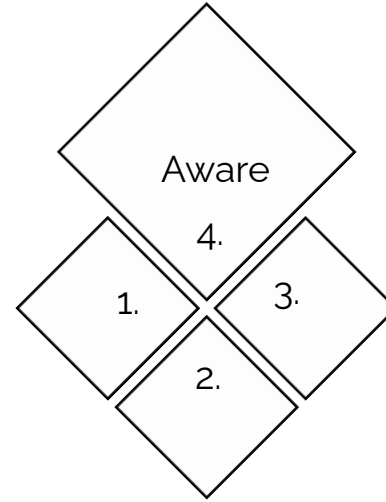
Live here for the interview. Draws on power from within yourself to influence others. Managing yourself while engaging with your interviewers. Supports honest discussion and finds constructive resolutions while taking action for next steps.



4. Aware Talk

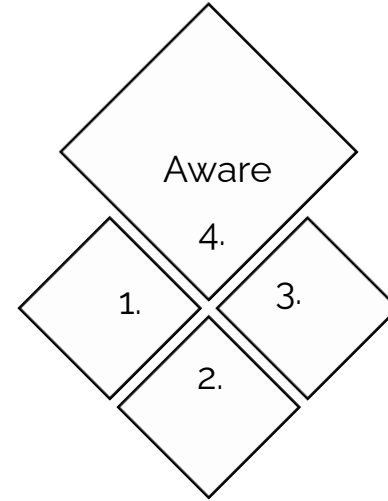
Amazing place for teams to live in their communication. Awareness creates growth and solutions to actual issues and not the more explicit “problems”.

Awareness is one of the greatest tools a professional has in the workplace. This style “lifts others while lifting self”.



4. Aware Talk

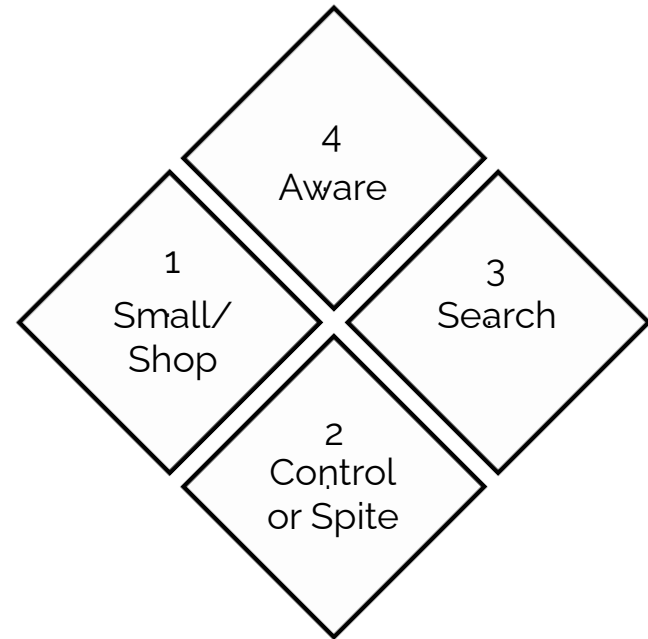
- Intention to : care, control self, collaborate, take action
- Intention to be : open, clear, honest, responsive and respectful (this often has the largest impact on a recruiter as we consider you for a role)
- Mood : Caring, attentive, involved, centered and relaxed



Communication Styles Close the loop

Understanding these communication styles shows what the possibilities are for dealing with the interview process, effectively or ineffectively. This is particularly important know when you are under pressure or when a challenge arises. You can communicate and relate in constructive ways taking the “high road” during the interview process.

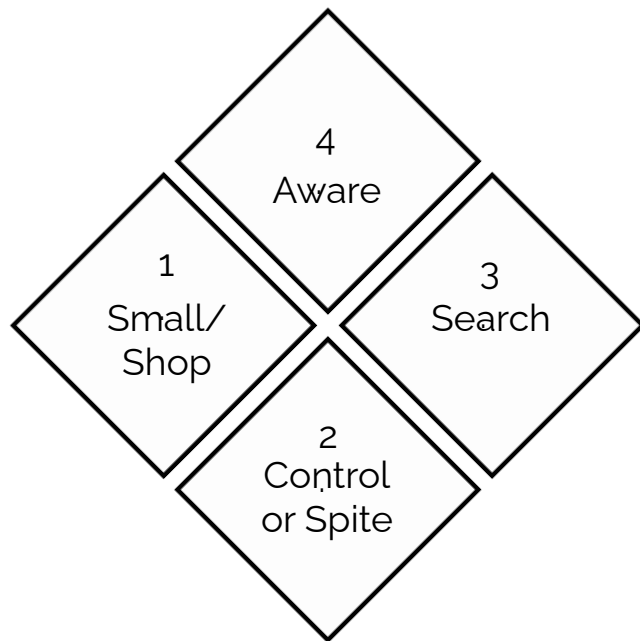
As a professional/in the workplace the communication utilized can create great scalability and growth or create limits for teams and an organization as a whole.



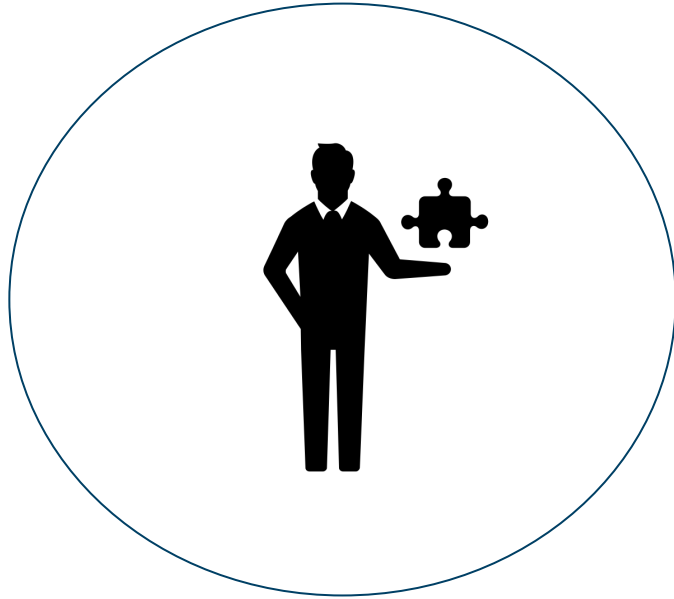
Communication Styles Practice

Take 5 minutes and estimate with a percentage the amount of time you typically spend in each talking style. Be honest and true with yourself.

Where would you like to communicate more?



Awareness of Issues in the workplace



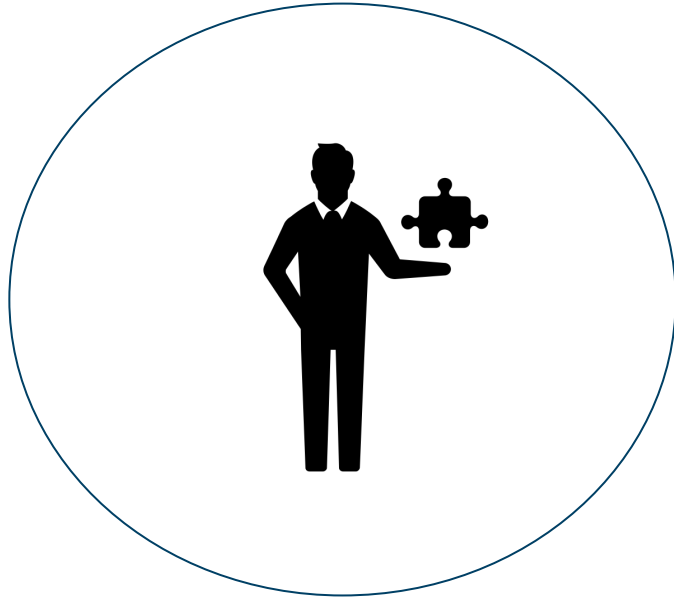
Types of issues

- Topical - change, loss, profit, processes, service, projects, repair, training, time, waste, equipment, education
- Team - structure, leadership, feedback, productivity, tasks, mission and purpose

Awareness of common issues heavily influences the communication that we utilize and the solutions that we create as teams.



Awareness of Issues in the workplace



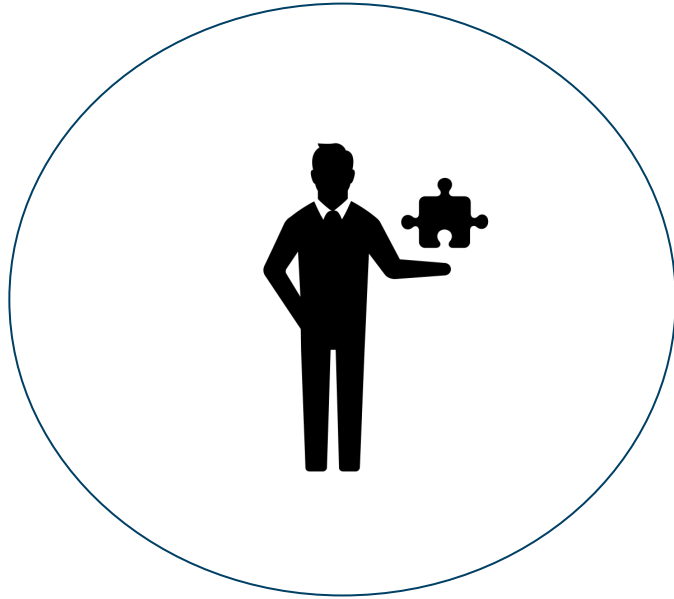
Typifying the issue correctly is key in any personal or team environments.

If resources are spent solving the wrong issue, this creates strain on the company, team and individual.

Knowing the accurate issue to solve is key to growth and progress. Bring this to your teams.



Awareness of Issues in the workplace



You could even listen for the “issue” during the interview process. Why is the company hiring? What issues are they looking to solve? Have you solved those issues in the past?



Listening

- ▶ Who has the greater responsibility in a team conversation. The person speaking or the individual(s) listening to the speaker?
- ▶ **Though this is not what we are often taught in our society, the REAL person who gets their point across is not the loudest or fastest. The person who listens (truly listens) is the person who always gets their point across.**
- ▶ In your job search and then in the professional environments where you find yourself, listening will be a more crucial skill than speaking.



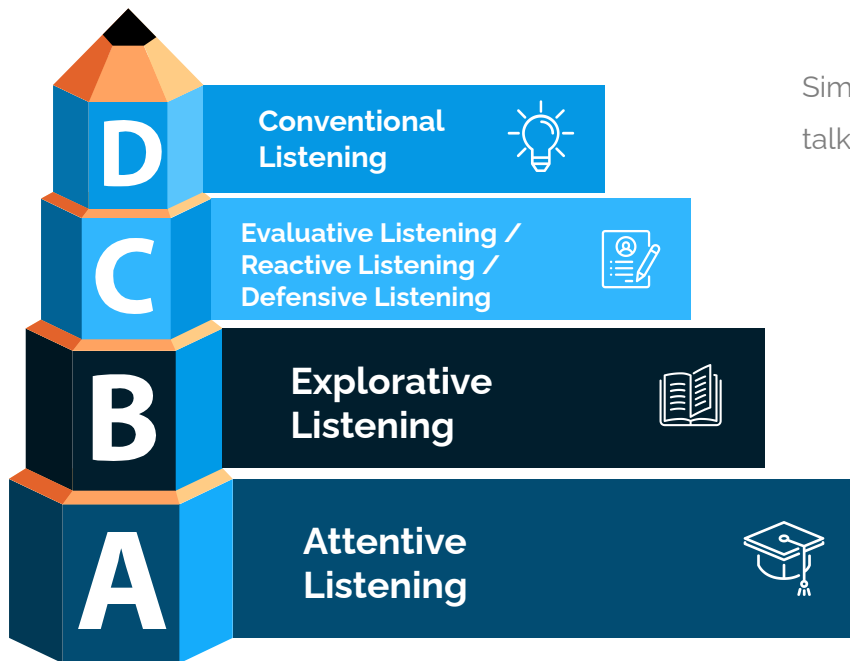
Listening

- What are you trying to accomplish as the listener?
- What accountability do you have as the person receiving information?
- How can you influence others with your method of listening?
- How can listening actually contribute to growth in the team environment?
- Can listening for comprehension be done quickly? Does it take too long to listen for comprehension?



Truly Listening

Styles



Simple transactional conversations. Small talk and shop talk convos create this. Normal and necessary.

Evaluative listening is normally seen in leadership roles. Reactive and Defensive are not very pleasant and should be very limited in interviews and the professional space.

Very common in brainstorming conversations and team meetings, etc.

Best and most effective style of listening. Encompasses the “listening process” covered later.



Reality

Most people listen for agreement or disagreement

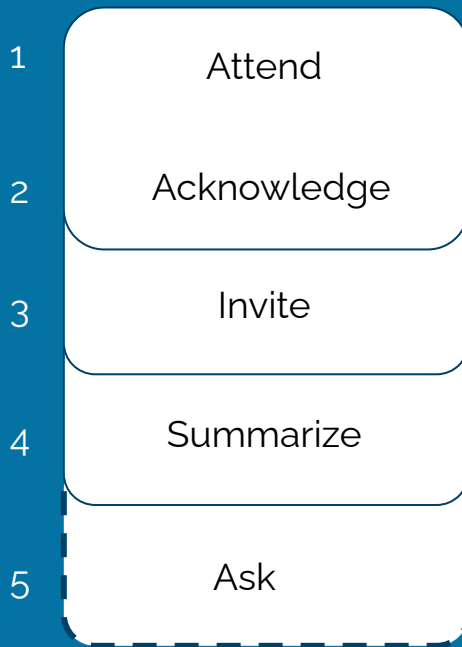
Alternative option in your listening = listen for understanding to build or create agreement



The Listening Process

Rarely do we listen appropriately for true collaboration. Listening with awareness is a difficult thing to do, especially when nervous about interviews. In many team environments, we also can lose or drop collaborative listening. We may want to speak more than we want to listen.

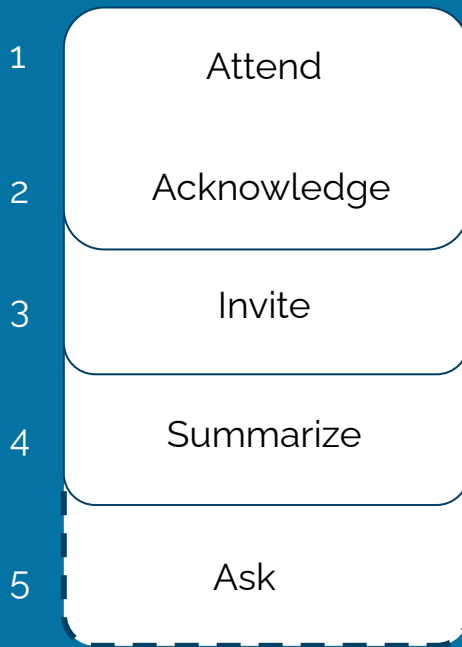
Ask yourself - am I listening or anxiously waiting to talk?



The Listening Process

Listening collaboratively encompasses 5 steps.

1. Attend - look, listen, track
2. Acknowledge - others communication
3. Invite - More Information
4. Summarize - to ensure accuracy
5. Ask - open questions

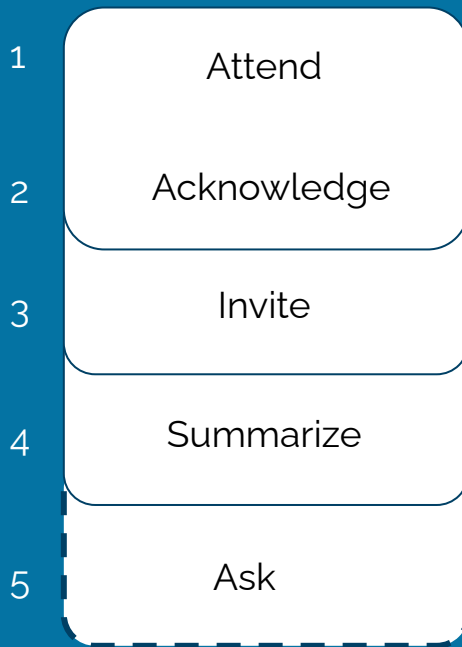


The Listening Process

Listening collaboratively encompasses 5 steps.

Attending your speaker - when you are communicating in a professional environment, look at the speaker with whom you are collaborating. Visible eye contact, not responding to emails or texting on a phone, is monumental for attentive listening.

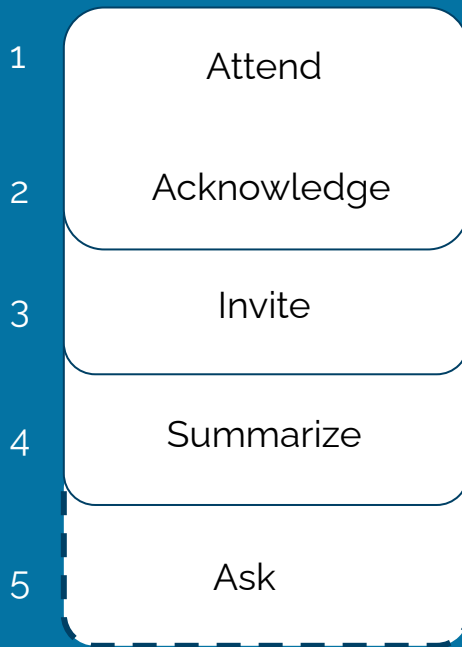
Attend your speaker at all times. If you have to break from attending, let the speaker know.



The Listening Process

Acknowledging your speaker looks like nodding your head or saying “uhuh” from time to time. This action lets the speaker know that you are “tracking”, you are receiving their verbal communication and are processing the data.

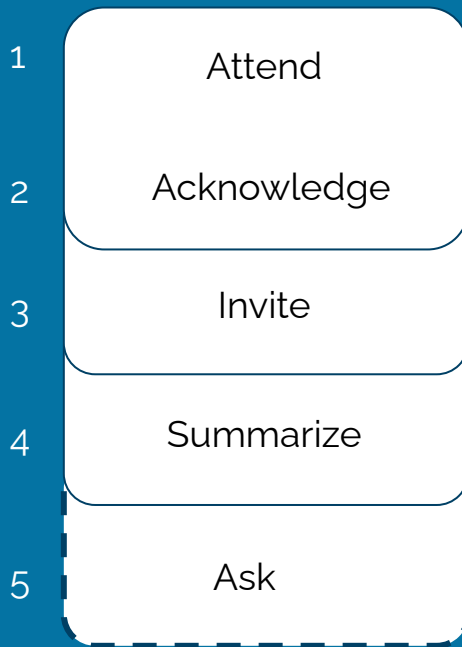
Silent stares should be limited in the professional space. Let the speaker or others know that you are listening and acknowledge that you are processing their communication.



The Listening Process

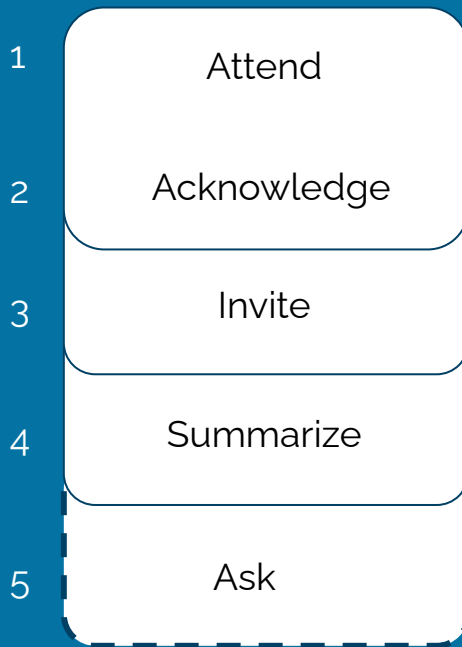
Invite more information. This is often underutilized but so very rich in power as a listener. When the speaker has concluded, invite them to say more with a simple question "Is there more you can say to that?" or "What more can you tell me about ...?"

If we think of a speaker like a vessel, truly do the work to empty the vessel. Listen to understand and invite more information so your own awareness and that of others increases! Better information comes when we invite it to be shared.



The Listening Process

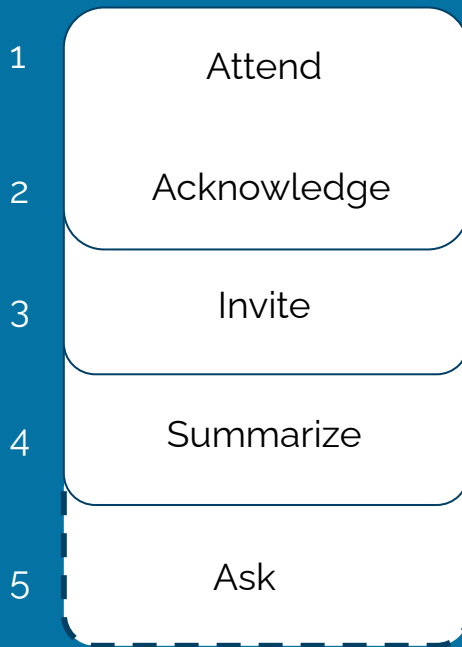
Summarizing what has been heard is something we are taught in many environments. Always confirm that what you have heard is accurate. As a professional few things take as much time as chasing the wrong challenge / issue due to not summarizing and/or understanding what was being communicated.



The Listening Process

If Items 1-4 were accurately done, asking often becomes less necessary. However, open ended questions can be very helpful in a listening process. It is often seen as “circular” method to move a conversation to it's next point.

Open ended or circular questions can create higher amounts of growth and awareness for you the professional.



WRAPPING UP WHAT WE HAVE LEARNED FROM OUR INTERPERSONAL COMMUNICATION STYLE AND SKILLS

THE ABILITY TO COMMUNICATE PROFICIENTLY AND EFFECTIVELY WILL ALLOW YOU TO
SUCCESSFULLY AND RESPONSIBLY ESTABLISH A CLEAR OBJECTIVE FOR YOURSELF AND OTHERS.

HAVING UNDERSTANDING IS MORE IMPORTANT THAN JUST BEING HEARD. INCREASED
AWARENESS IN A PROFESSIONAL ENVIRONMENT HELPS YOU TO BE MUCH MORE EFFECTIVE
IN ANY RESPONSIBILITIES YOU WILL HOLD.

WHEN WE SPEAK AND LISTEN COLLABORATIVELY WE MOVE OURSELVES FORWARD.





You are all set!

Remember to listen and
communicate consistently!!!

But the listener really gets
their point across, not the
speaker.



Reach out to us if needed!



Christian Dickerman (Web UT and Web PHX)

- The "other Chris"
- 7 years of Recruiting + Talent Acquisition - Staffing experience in tech, engineering, construction, sales
- Specializes in job seeker visibility, online platforms knowledge, LinkedIn networking and managing the interview process
- Enjoys helping grads stand out, reducing their competition for available roles they apply for
- Loves Cars
- Definite Rick Astley fan (Christian will never give you up)
- christian.dickerman@devmounta.in



Christopher Dominguez (Director)

- 12 years of Talent Acquisition, Staffing and Recruiting experience combined nationwide markets
- Tech, sales, engineering, corporate, legal, finance, executive and diversity recruiting
- Specializes in finding next steps and helping grads stand out during the hiring process
- Collects naps...as many as possible
- "Growth is energy. Maintenance is fatigue."
- chris.dominguez@devmounta.in



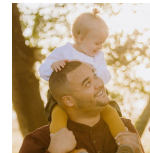
Hayley Hooson

- 3 years of recruiting experience
- always happy to strategize about networking, additional learning, online platforms, self care through the job search process, etc.
- enjoys resume reviews and helping students craft their personal stories and practice it so that it feels comfortable in interviews
- mock/practice behavioral interviews for alumnae
- loves animals a LOT.
- hayley.hooson@devmounta.in



Cindy Hazelton

- No other, just THE CINDY
- 15 years of Talent Acquisition experience all in the Tech Industry
- Focus in resume writing, strategic support, innovative hiring solutions, networking and more
- Enjoys animals and being outdoors!
- Might occasionally be found listening to big hair bands from the 80s
- "Don't sweat the small stuff"
- cindy.hazelton@devmounta.in
- <https://calendly.com/outcomes-cindy>



Devin Ellis

- Devin, not Deven, or Devon, or Devan, or Devyn, or absurdly enough David.
- 4 years of Recruiting and Staffing experience in tech, construction, sales, and industrial and manufacturing.
- Passion is D&I and finding life changing job opportunities
- My favorite things to do are going to concerts and hanging out with my family.
- "Heroes get remembered, legends never die. Follow your heart, kid, and you'll never go wrong."
- devin.ellis@devmounta.in

2 weeks before program completion



Resume

You should have a
“recruiter ready”
resume



Linkedin

This should have
been reviewed by
a member of
Outcomes



Visibility Packet

Profiles on
prominent job
seeker sites



Slack Community

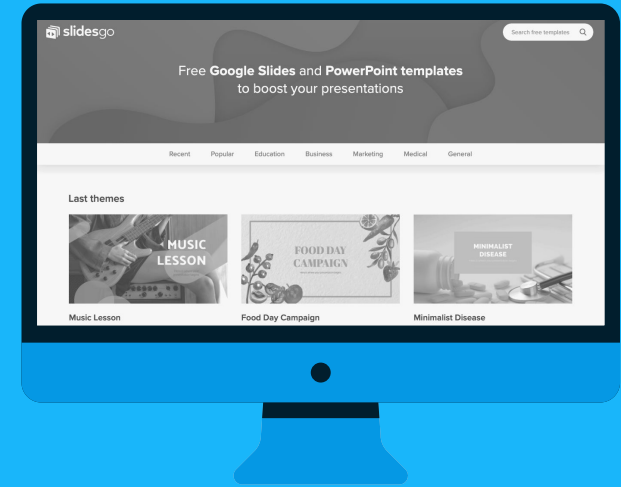
You should be on
and watching the
jobs channel for
after you graduate



Give us feedback!

Please fill out the lecture
feedback form. We need 80%
of this group to fill that out
and it takes less than 1
minute. Much appreciated!

([FORM LINK](#))



Thank You

CREATE ENERGY.

