



LEVERAGING EFFECTIVE COMMUNICATION

MANAGER EXCELLENCE PROGRAM

2024

BRIDGE
INVESTMENT
GROUP




0 response submitted

Scan the QR or
use link to join



<https://forms.office.com/r/ZiAvYM8sZG>

 Copy link

This is my first Manager Excellence Program (MEP) training session.

Yes

No

Treemap

Bar



1 of 1



INTRODUCTION BREAK: 5-mins



Introduce yourself!

- ✓ Turn your camera on 😊
- ✓ What's your name and title?
- ✓ What vertical are you in?
 - (Multifamily, Office, Seniors?)
- ✓ How long have you been with Bridge?

DISCUSS:

- What do you hope to learn and takeaway from today's session?

The single biggest problem in communication is the illusion that it has taken place.

GEORGE BERNARD SHAW

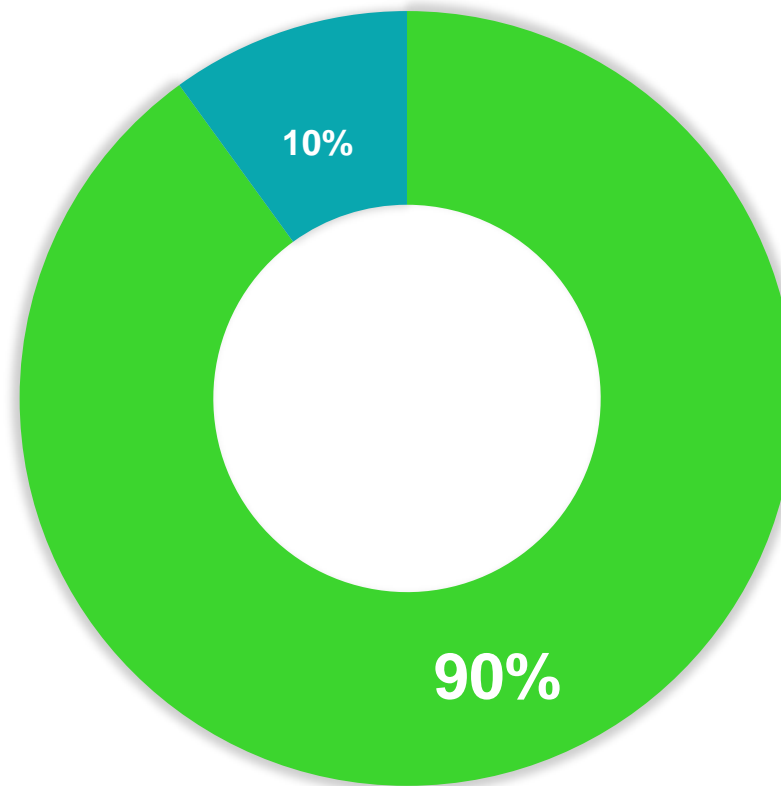
What About Numbers

65%

Communication is
the most desired
leadership skill,
according to 65%
of employees

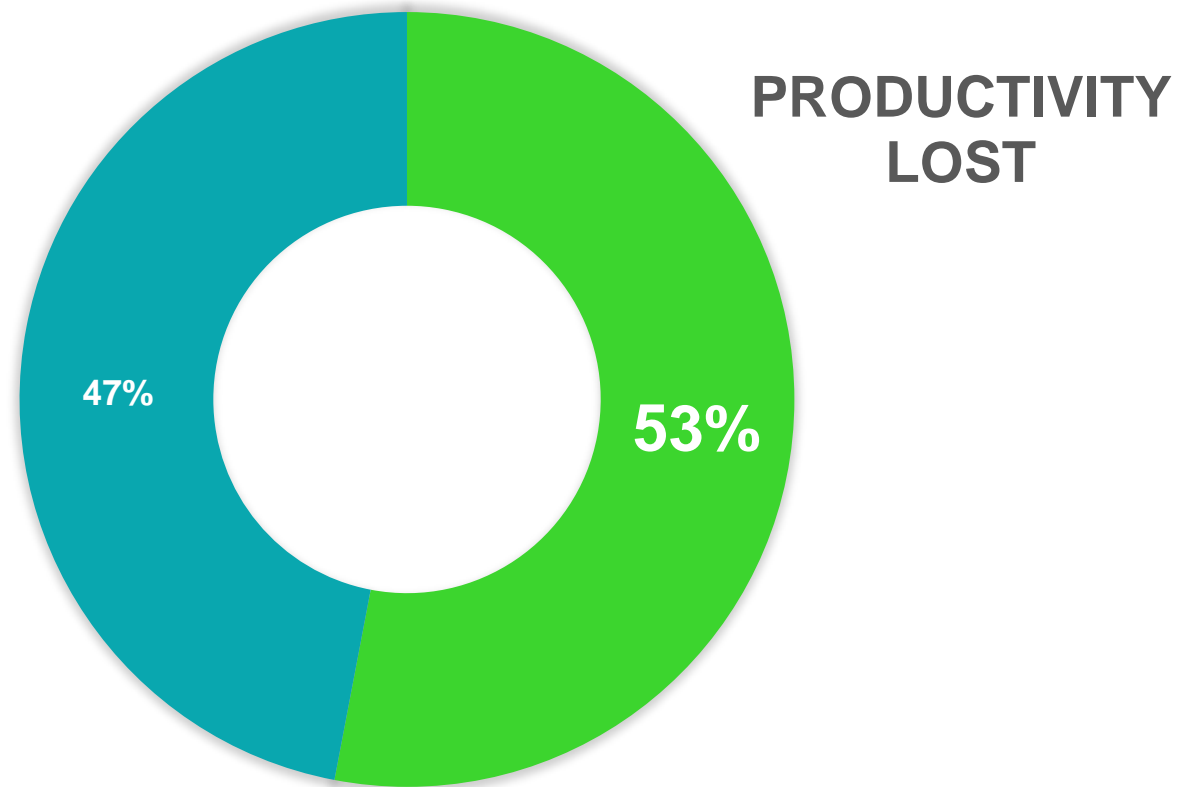


NON-VERBAL COMMUNICATION

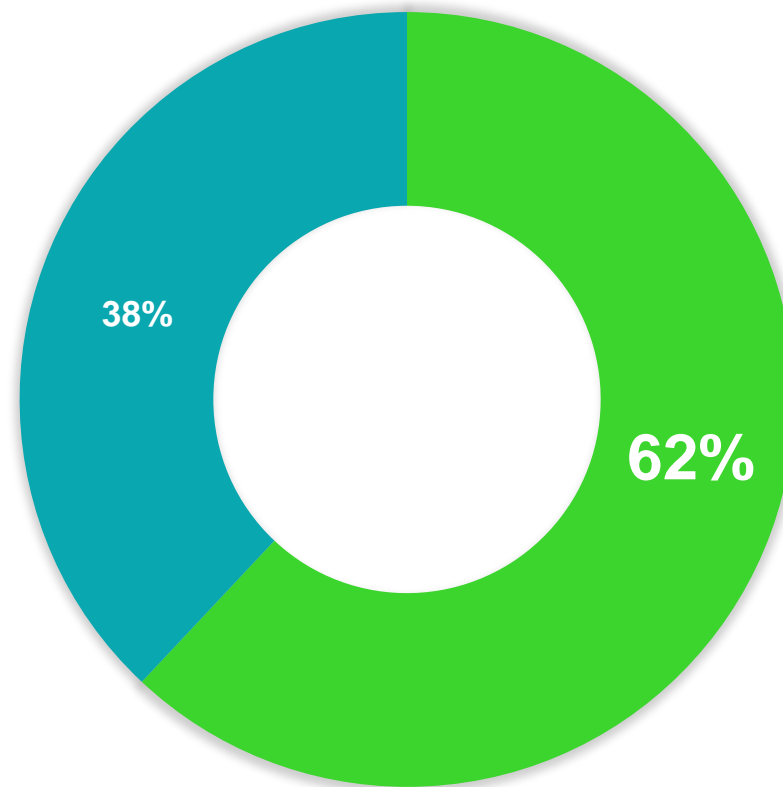


**BODY LANGUAGE /
FACIAL EXPRESSION**

LACK OF CLARITY



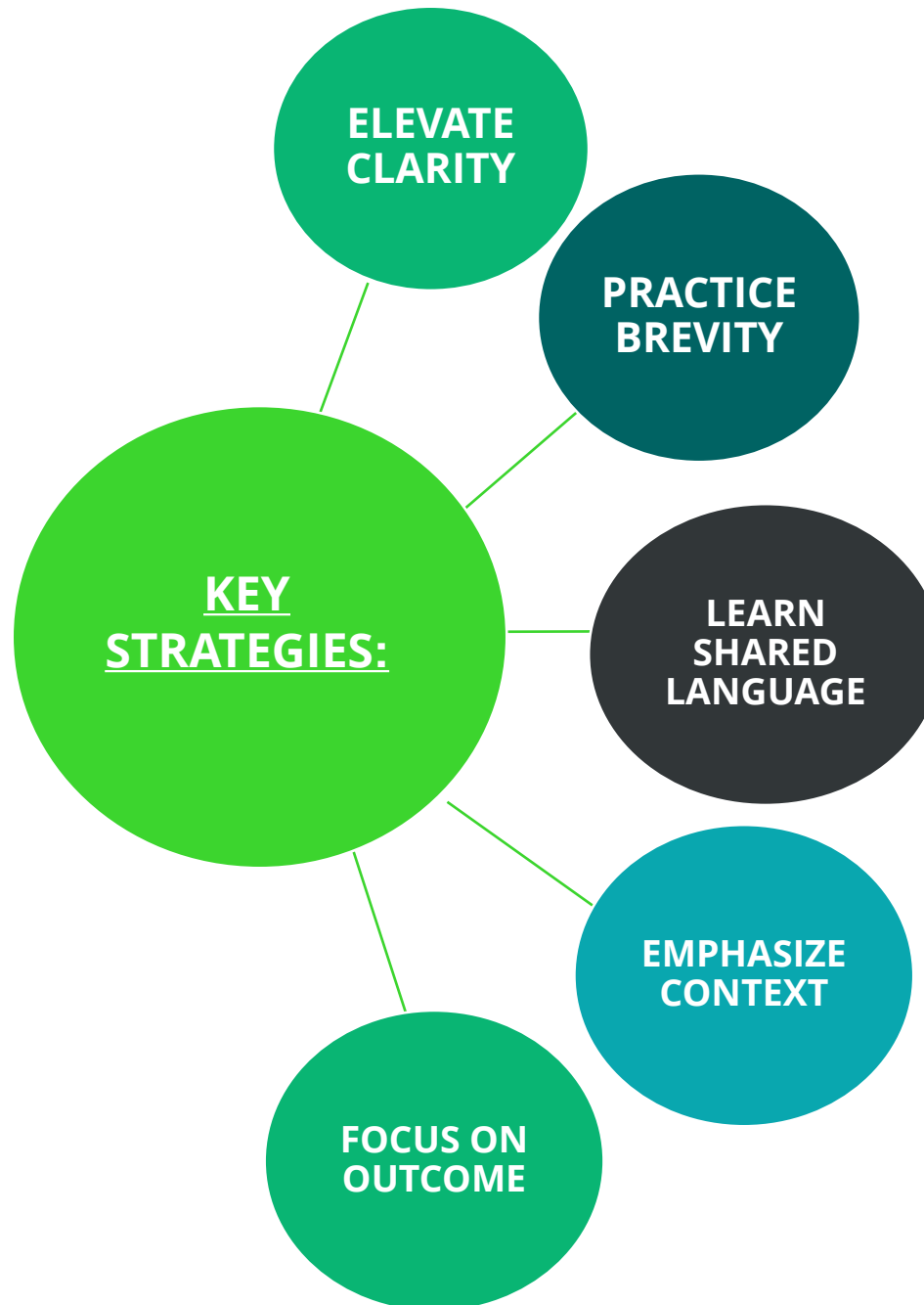
INTENDED MESSAGE LOST

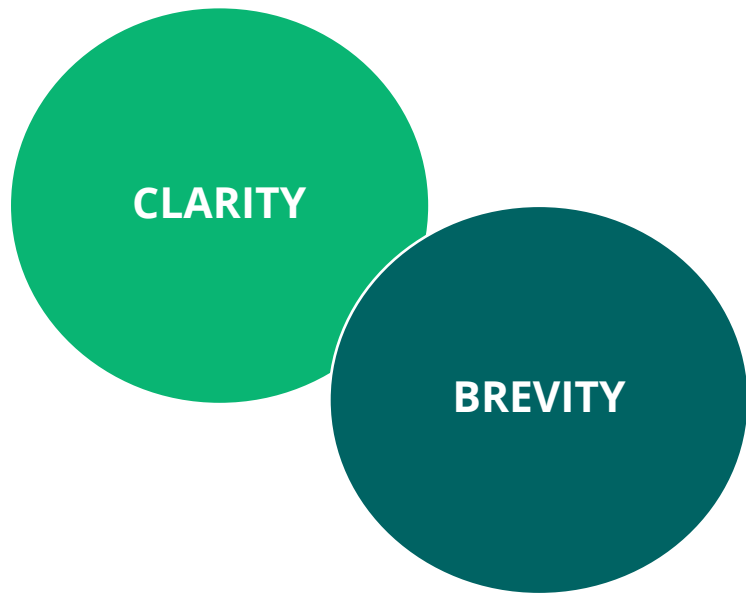


**DIRECTIONS
MISUNDERSTOOD**



STRATEGIES TO IMPROVE COMMUNICATION





1. Clarity - Build in pauses

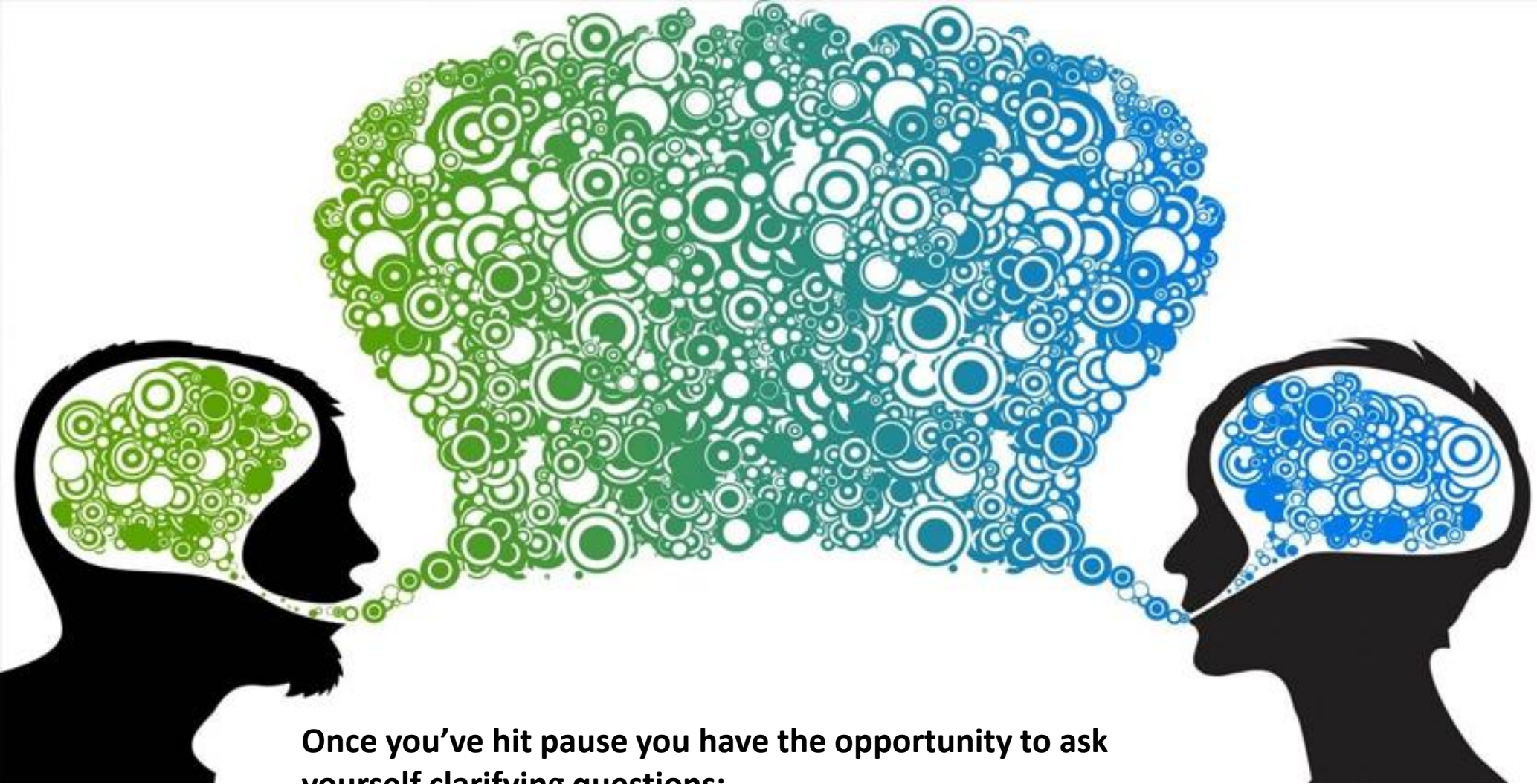
2. Brevity - Practice compressing your thoughts

When speaking, make sure that what you're saying is necessary and impactful. You can even think of your sentences in tweet form: *How would I communicate this idea if I were tweeting and facing a character limit? How can I cut my message down to its essence?*

3. Intensity shows up in the:

- Volume of our voice
- Muscle tension in our face and body
- Pace of our words
- Words we choose to emphasize

Careless communication is saying whatever's on our mind without thinking about how others might receive it. When we communicate clearly, we consider both our verbal and our non-verbal messaging. We can avoid the damage done by careless communication when we consistently monitor how intensely we communicate.



Once you've hit pause you have the opportunity to ask yourself clarifying questions:

- Is this tailored for the person (or people) who will hear or read it?
- Will they understand it?
- Have I been specific in my request or goal?
- **How can they misinterpret my words?**
- How can I be more concise?
- Is my intended message coming across?

**SHARED
LANGUAGE**

CONTEXT



**FOCUS ON
OUTCOME**

Outcomes and communication work together hand-in-hand.

By focusing on outcomes, you can work backwards and determine what communication is needed to achieve those outcomes. It's like reverse-engineering your outcomes: if you want a certain result, you need to tailor your message to those you are communicating with.

COLLABARATION BREAK: 8-mins

Hello
AGAIN

ACTIVITY:

- Think of a recent time where you gave instructions to a team member to complete a task or assignment and the outcome was not what you expected. What went wrong?
- What steps can you take to ensure a more desired outcome in the future?

FINAL THOUGHTS:

Think it through

There are many communications frameworks, but if you want to improve your communication skills, start by getting in the habit of thinking through these 5 questions for any communication you create:

1. Why are you communicating?
2. Who is the receiver, audience, or participant?
3. What is your goal or objective?
4. What do you want the recipient to do as a result of the communication?
5. What format will best accomplish your goal?

If you struggle to answer these five questions, you should spend some additional time thinking about how and why you're communicating. Then, test your understanding with co-workers or your manager.

The background of the slide is a light blue surface covered with numerous small, light-colored wooden blocks. Each block has a black question mark printed on its top surface. The blocks are scattered across the entire frame, creating a pattern of questions.

QUESTIONS? COMMENTS? FEEDBACK?

MEP 2024

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Thank you for attending!