# EFFECTIVE ONE ON ONE COMMUNICATION

# Learning Points

- Discuss the challenges

- Understand how to increase understanding

- Analyze communication styles

- Focus on the relationship

# What are the Challenges?

- Pressures

- Time

- Personalities

- Differing Goals

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# Why Do We Need One-on-One?

- Increases relationships

- Increases employees feeling valued

- Increases understanding

- Focuses on relationships

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# Managing Emotions

- Know when to walk away

- Know when to breathe

- Trigger Phrases
  - What happens if you say _____
  - What happens if you don't say _____

- How will you feel afterwards?

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# Where to Begin

- What is the goal of the conversation?

- What is your relationship with the person?

- What are your biases going into the conversation?

- Are you ready to have this conversation?
    - Right time
    - Right "venue" ( phone- with video or not?)

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# Empathy

- What is the other person feeling?

- What might be the other person's fears?

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# Ask Probing Questions

- Focus on getting to know what is going on with them

- Go deep

- Invite that the conversation may go in an unplanned direction

- Stay away from yes/no questions

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# Be Human

- Share
- Be vulnerable
- Laugh/cry
- Acknowledge
- Admit when you are wrong
- Admit when you do not know

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# Listen

- Actively listen

- Temptation to multitask

- Concentration

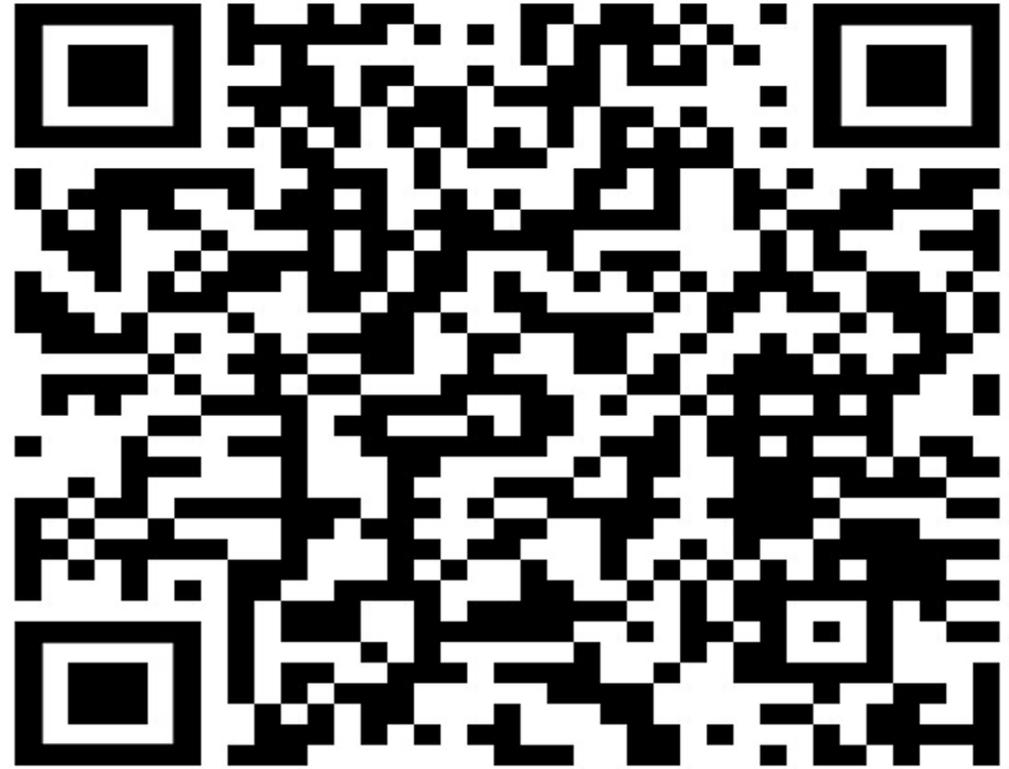Kepro

# ROLE PLAY ACTIVITY

# Your Kepro EAP

- EAP Services available to employees, any household members and dependents

- Confidential

- EAP Counselors available 24/7/365 via 833-539-7285

- Up to 6 in person counseling sessions, per issue, per year

- Management Consultations

- Financial/Legal Consultation and Referral Service

- Work/Life & Convenience Services

- https://sowi.mylifeexpert.com Company code:  SOWI

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# Please complete a training evaluation.

# Thank you!



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# Questions & Answer

Effective One on One Communication