Welcome to the March 19th ITLP Brown Bag Session - "EFFECTIVE MESSAGE DELIVERY"

I will be hosting the March 19th ITLP Brown Bag session. A few weeks back, I requested feedback on topics for this month's session. Based on that feedback (thanks, Pam and Angie), I put together March's Brown Bag topic "Effective Message Delivery". Discussion points and readings are listed below. I would encourage all to add or contribute, to the content, in advance of the meeting.

I hope to see you Thursday.

-Richard

DISCUSSION POINTS

How do leaders pass messages to their staff?

• The messages we're now receiving are tough ones due to the economic environment, but we need to deliver them nonetheless.
• How do we deliver message while hiding biases, allowing and encouraging push back, keeping the course, etc.?
• How do we do that without causing more harm than good?
• What are the messages we are delivering?
• When do we apply or not apply indirect messages?
• How do we measure the success of the messages we deliver?

What are effective Communication tools for delivering the message?

• Does the communication medium vary by the type of message?
• Meetings, wiki's, blogs, phone, etc....
• Listening as a communication tool: http://www.uniquesolutionsinc.com/knowledge/article_20061004_105.html

Readings:

• This reading, http://findarticles.com/p/articles/mi_m0MNT/is_6_57/ai_103136255, was directed toward training, but I thought it had some good underlying principles like "Planning the leadership message can build trust and generate results for individuals, teams, and organizations."
• "Deliver the Headline First": http://www.chacocanyon.com/pointlookout/060503.shtml
• "The True Cost of Indirectness": http://www.chacocanyon.com/pointlookout/061129.shtml
• "Using Indirectness at work": http://www.chacocanyon.com/pointlookout/061206.shtml
• "Do I Dare Say Something (Encouraging feedback from staff )": http://hbswk.hbs.edu/item/5261.html

Podcast: Leading during uncertain times - Marshall Goldsmith

• In uncertain times - more communication is needed
• Questions to communicate around
  o Where are we going?
  o Where are you going?
  o What do you think you are excelling in (in your part of the business)?
  o If you were the coach for you, what ideas would you have? (after giving suggestions for improvement)
  o As a leader, how can I help you?
  o What suggestions do you have for me? What can I do better?
• What happens emotionally to a leader?
  o Don't get paralyzed - focus on what you can do
  o Accept reality and decide best thing to do to move forward