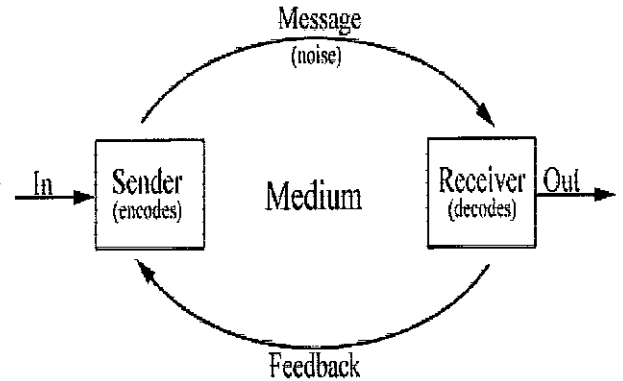


## Communication: Management and Maintenance

**Good  
communication  
means  
good business**

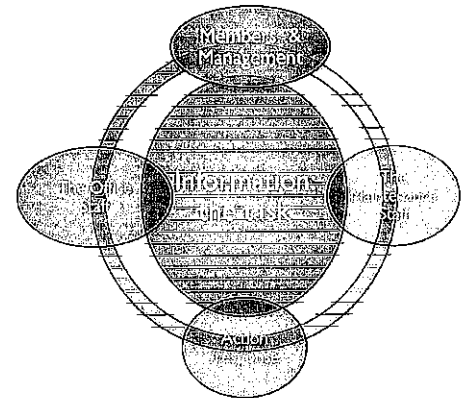
## What is Communication?



## Communication is

- the act or process of using words, sounds, signs, or behaviors to express or exchange information or to express your ideas, thoughts, feelings, etc., to someone else
- a message that is given to someone : a letter, telephone call, etc.
  - Merriam - Webster Dictionary

## Communication



## Communication is subjective

- .....Happens
- But is not always good
- **Request**
- Trim bush just below mailbox
- **Response**
- Cut down to the ground



## Why single out Maintenance?

- Frontline personnel
- Communicators of Cooperative Policy
- Impact to the bottom line
  - work orders and projects
- Best informed on "What" is going on....
- Relationships
  - With members
  - With Board
  - With Management
  - With Supervisor

## Barriers and Challenges

### The Work Order/ Project

Request from Member / Manager

To the office staff/ Supervisor

To the work order / set up Project

To the actual job

To the completion ....out come

Responses: Member / Manager

/Contractor / Inspectors / Board

## Seven Barriers to Communication

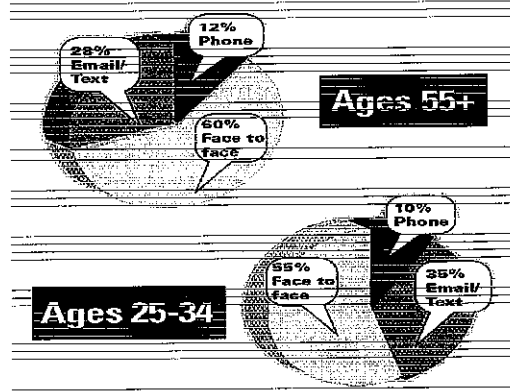
• Chris Smith says:

1. Physical barriers
2. Perceptual barriers
3. Emotional barriers
4. Cultural barriers
5. Language barriers
6. Gender barriers
7. Interpersonal barriers

And we know one more....

## Barriers and Challenges

• Age



## Other Challenges

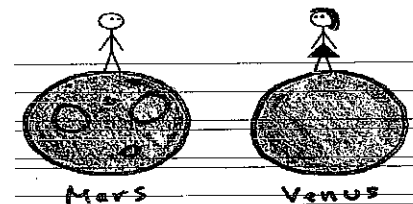
- What we use to communicate with.....
- Phones
- Cell phones
- Texting
- Email
- Face to face
- Snail mail (US Mail)
- Flyers

## How do we communicate?

- What type of (re)sources do you use for communication ?
- Face book and twitter
- Your Web site
- Display boards
- Flags
- Signs

## Barriers and Challenges

"Men are from Mars and Woman are from Venus"



## Barriers and Challenges

- “Men are motivated when they feel needed while women are motivated when they feel cherished.”  
— John Gray, *Men Are from Mars, Women Are from Venus*
- We communicate differently

## Barriers and Challenges

- Gender Relationships
- Male verses Female boss
- Control
- Emotions
- Orientation

## Barriers and Challenges



## Communication Barriers

- 5 words
  1. Fine
  2. Thanks
  3. Whatever
  4. Okay
  5. Nothing
- Meanings .....

## What's in a word

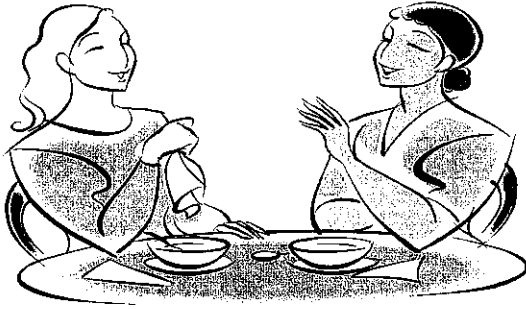
- WOMEN
- MEN

## The way you do the things U do

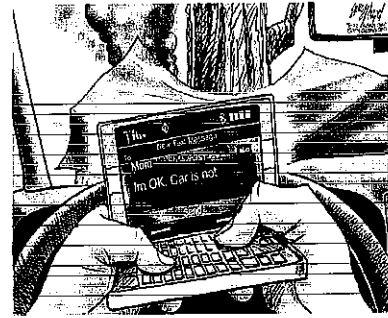
- Written verses spoken word
- Language
- Slag
- Acronyms
- Text language
- Short hand ...
  - CLARITY PLEASE.....

## Are you listening?

- FACE to FACE



## TEXTING .....



## Did we communicate?

- Making Noise!



## Did you "get" the Email?



## YOURS and THEIRS

- Personality



## DISC

### Who are you?

- Task
- People
- Outgoing
- Reserved

## DISC

### Getting to know you?

- Your Theme Song
- Favorite Color
- Type of Pet
- Type of Car
- Motto
- Do you know the difference:
  - between listening and hearing

## Communication is key...

- **Who you are affects communication?**
  - Your personality and status
- Who is responsible for making the work order, setting up the projects, having the meeting, making the announcements or sending the email within the organization? Is each individual manager sharing the message with each group separately?
- Purposely decide who will be communicating.



## How is it related?

### How is outcome /response connected to/in alignment with your personality?

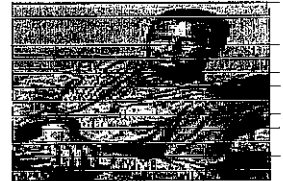
- What is important to you will be reflected in how you give direction.
- It will give or take away clarity to the overall vision, specifications, diagrams and or standards.
- How we hear and receive your message...



## Did we communicate?

- Your attitude .... Maybe you need to be open to change...
- "What we have here is a failure to communicate."

**COOL HAND LUCE**



## What's the Point?

- **What are the key points or the message you want to share when communicating with others?**
- Outline these points ahead of time.
- If each member of a Team is communicating individually, create a common list of key messages based on the standards and the cooperative's policies.



## RAH! GO TEAM!

- The point is to WIN
  - When we do the right thing the first time
    - Eliminates call backs \$\$
    - Go prepared with the right tools \$\$
    - Train staff \$\$
    - Encourage skill building \$\$
    - Send the right staff person \$\$
    - Less use of contractors \$\$\$
    - Member satisfaction \$\$\$\$ priceless
- **WE SAVE MONEY .....**



## If not now when?

- **When (or by when) will it be communicated?** Chances are the sooner the better but always set a date for completion.
- **Ask questions on how best to communicate to your staff; *ask them!***
- Have some **agreements on what, who, why and how**, then confirm the **when**. This is important – to make sure all pockets of the organization have the same information and feel a part of the team.

## Communication + Understanding

- **What will be the process to check for understanding?**
- Communication is a two-way process. A complete communication plan makes sure that people have gotten the message and that they understand it.
- To be most successful, you need to create some sort of feedback mechanism or dialogue. (MANAGEMENT)

## NAPO the movie

- The staff can have a better idea!
- *They may forget what you said, but they will never forget how you made them feel.* – Carl W. Buechner

## ASK EACH OTHER

- **How will it be communicated (what is the best medium)?**
- Consider the message, its implications and the audience before automatically determining the approach or doing what you always do.
- Remember, this is also a two way street let staff know clearly, what information you want back



## Solutions ....

- Leaders Responsibility
- **Have we answered the “why?” to this decision?**
- Too often leaders describe the what, but never address the why. Knowing why helps people hear, understand and accept direction. Include everybody in the process to create a vision for the cooperative and their department. Let folks know why they are important.

## Solutions ....Did we make a point?

- **What needs to transpire to improve and clarify the message you want to communicating with others?**
- Be Prepared outline the points ahead of time.
- Educating and training, setting standards **together**, creates an atmosphere of respect.

## Communication ....

- Share your best PRACTICES
- Lets just talk about it
- **Inspiration**
- **Challenges**
- **Successes**

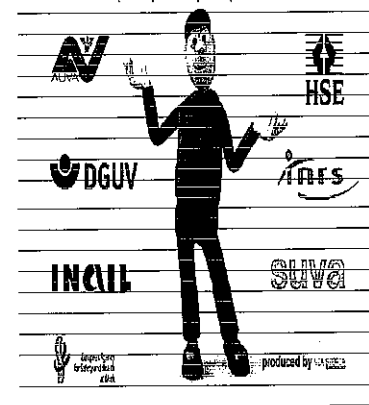
## Solutions Can you hear me now?

- Remember – When we communicate the right information at the right time in the right way our communication will be more effective.
- Make a safe environment to share ideas
- Every body on the same page when management and the Maintenance are communicating in harmony.

## Resources

- The DISC Free Personality Test
- <http://discpersonalitytesting.com/>
- <http://en.wikipedia.org/wiki/Communication>
- <http://johnveldboom.com/posts/16/9-words-women-use-and-men-need-to-know>
- [http://www.matchdoctor.com/blog\\_59422/9\\_WORDS\\_MEN\\_USE.html](http://www.matchdoctor.com/blog_59422/9_WORDS_MEN_USE.html)
- [http://opin.ca/article/seven-barriers-communication\\_Seven\\_barriers\\_by\\_Chris\\_Smith](http://opin.ca/article/seven-barriers-communication_Seven_barriers_by_Chris_Smith)
- <http://www.napofilm.net/en/napos-films>

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