Communication: Management and Maintenance

Good communication means good business

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 is subjective

- ...Happens
- But is not always good

- Request
- Trim bush just below mailbox
- Response
- Cut down to the ground

What is Communication?

Message

Sender (encodes)

Medium

Receiver (decodes)

Feedback

Out

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

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."

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://www.matchdoctor.com/blog_59422/9_WORDS_MEN_USE.html
- http://opin.ca/article/seven-barriers-communication_Severn barriers by Chris Smith

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