

Putting the “E” In Excellence

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Topics of Discussion

▶ Effective Communication

- Be intentional
- Gossip
- Social Media

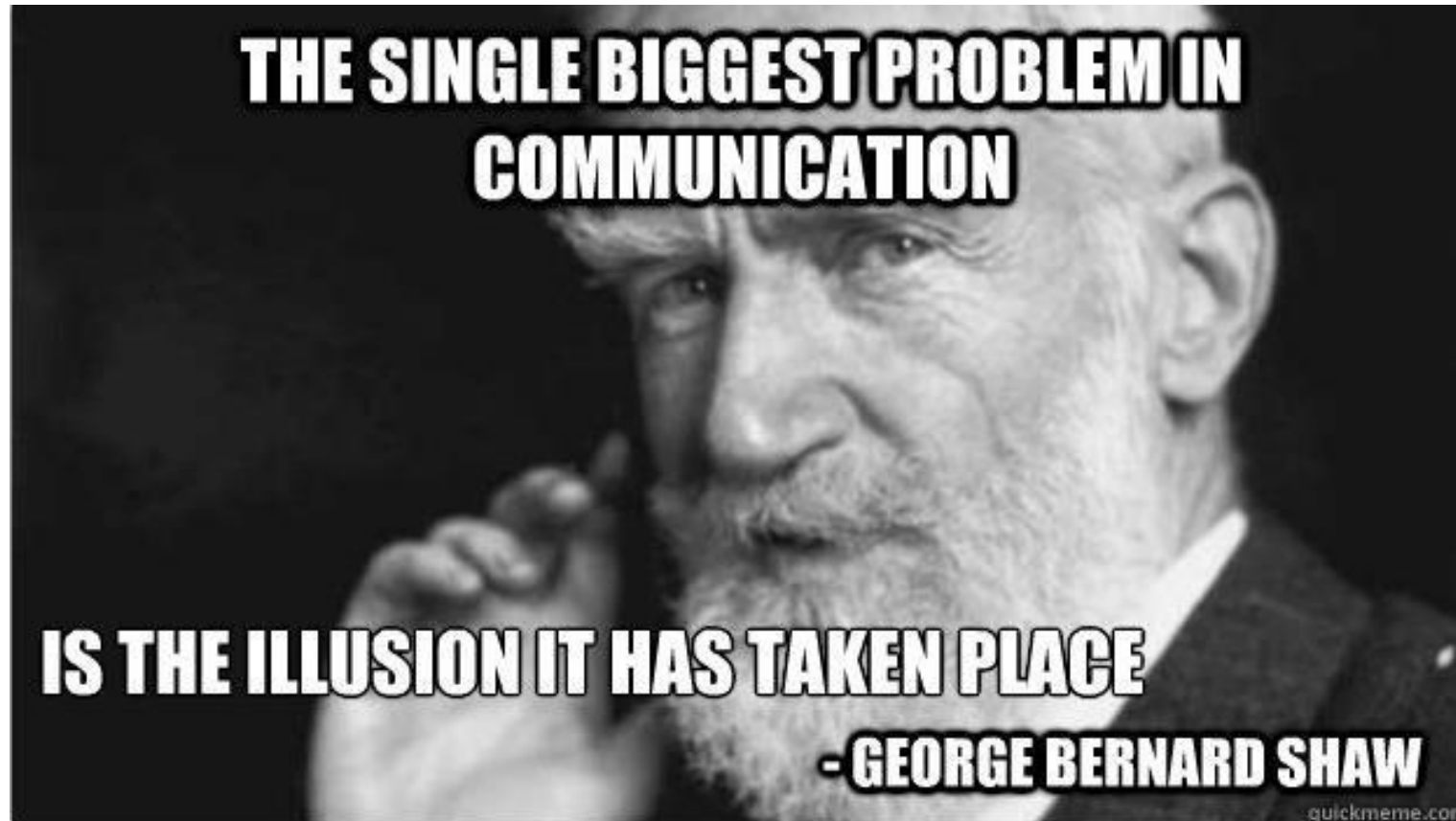
▶ Embrace Accountability

- Own your mistakes
- Constructive feedback

▶ Engaged Initiative

- Be solutions focused
- Collaboration
- Mentorship

EFFECTIVE COMMUNICATION



Be Intentional

- ▶ Your manager and your co-workers are not mind readers....never EVER assume they know what you want, need or expect
- ▶ Limit 'drive by' conversations
 - ▶ Ask for specific time to talk
 - ▶ RECAP the conversation in an email
- ▶ Have your key points prepared in advance
 - ▶ If expressing a concern, focus on the facts and not the emotion of the situation (avoid 'they/them he/she')
- ▶ Be clear about your preferred way of communication...email, phone (voicemail or not), text
 - ▶ Discuss communication expectations with leadership

GREAT MINDS
DISCUSS IDEAS;
AVERAGE MINDS
DISCUSS EVENTS;
SMALL MINDS
DISCUSS PEOPLE.

-ELANOR ROOSEVELT

Quick check your face, because I
just found a nose in
my business.



your  cards
someecards.com

Gossip

- ▶ You are gatekeepers with power, influence.....*and information*
 - ▶ You are a GOLD MINE of intel to the office gossip
 - ▶ Gossip is NEVER ‘just between us’
 - ▶ Be mindful of unintentional oversharing
- ▶ Navigating leadership or business decisions you do not agree with
 - ▶ Don’t be the conduit for negative comments/conversations
- ▶ Impact of gossip: (According to SHRM)
 - ▶ Erosion of trust of you and morale for the organization
 - ▶ Lost productivity and wasted time
 - ▶ Increased anxiety among employees as rumors circulate without clear information as to what is and isn’t fact
 - ▶ Divisiveness among employees as people take sides
 - ▶ Hurt feelings and reputations....YOUR reputation
 - ▶ Attrition due to good employees leaving the company because of an unhealthy work environment.

 **facebook, a great place to**



spread gossip 

Social Media

- ▶ Posting your frustrations, no matter how cryptic on social media is not as anonymous as you think....
 - ▶ If it's something that you would NOT be uncomfortable seeing in a billboard on I-96....don't post it!
 - ▶ Once posted, it is forever....even if you delete it
- ▶ Avoid the urge to comment or contribute to negative posts and threads
- ▶ If your personal social media presence overlaps with your professional be sure to clearly understand your company's social media policy
- ▶ Keep in mind the name recognition of your company, your boss and YOU in the community - will what you post impact them AND you?
 - ▶ Trust your gut....if you hesitate or question....don't do it!
- ▶ Don't let your emotions get the best of you....wait to respond

Embrace Accountability

PERSONAL
ACCOUNTABILITY
REQUIRES MINDFULNESS,
ACCEPTANCE, HONESTY,
AND COURAGE.

...

Shelby Martin

Own Your Mistakes

- ▶ Take ownership of your actions
- ▶ Owning a mistake can be SO powerful:
 - ▶ The pain/result is short lived in most cases
 - ▶ Will increase respect from manager and co-workers for owning mistake
 - ▶ Solidifies/improves your “street cred”.
- ▶ Follow up with other impacted departments/individuals
 - ▶ Open and honest dialog with other individuals/departments
 - ▶ Close the communication loop

**IT'S NOT HOW
WE MAKE
MISTAKES, BUT
HOW WE
CORRECT THEM
THAT
DEFINES US.**

RACHEL WOLCHIN
THEGOODVIBE.CO

Constructive Feedback

- ▶ Encourage/welcome dialog on how to avoid situation in the future
 - ▶ Improvement of process/communication
 - ▶ LEARN, GROW, MOVE FORWARD
 - ▶ Don't dwell on the negative - not worth holding on to
 - ▶ Once conversation takes place and all have shared their perspective, put the situation to bed
 - ▶ Follow up with a recap email
 - ▶ Start emails in a positive tone, thanking them for meeting, input, etc.
- ▶ Remember
 - ▶ We are all human....we all make mistakes!
 - ▶ We think, process and approach things differently
 - ▶ Avoid thinking of things in terms of who's right and who's wrong

Engaged Initiative

“Success
doesn't just
come and
find you,
you have to
go out and
get it.”

via curiano.com

Be Solutions Focused

- ▶ Dealing with conflict
 - ▶ Your reputation/perceived professionalism plays into conflict resolution
 - ▶ If strong emotions are involved, wait 24 hours to address (if possible)
 - ▶ Take time to digest the emotion of the situation
 - ▶ Stick to facts and keep personal feelings/emotions out of it
- ▶ Be comfortable addressing concerns but come prepared
 - ▶ Have your facts written down
 - ▶ **Provide ideas for solutions** and be prepared for push back (be ready to defend your position and ideas)
 - ▶ Good leaders respect individuals who want the best for the organization and come to the table with solutions not just complaints

Collaboration

- ▶ Always be thinking “Who else should be included?”
 - ▶ Who should know, who should help and who else would benefit
- ▶ Look beyond your desk
 - ▶ How does what you do impact other departments?
- ▶ What can you do to help the organization be more effective*
 - ▶ Be the champion of other’s success - individual and departmental
 - ▶ Do something positive for others: An encouraging note, a positive email, candy at your desk (engages others in conversation)
 - ▶ **Be sure to set clear boundaries.....YOU can’t fix it all!*
- ▶ Never be the ‘it’s not my job’ person...HOWEVER....
 - ▶ Don’t position yourself to be the ‘fixer’
 - ▶ Don’t take on more than you can handle - it’s ok to say no

Mentorship (Mentor)

- ▶ Being a mentor is incredibly rewarding
 - ▶ You will learn new things...it's not all about imparting **your** wisdom!
 - ▶ Have a hand in developing a future leader in your organization or industry
 - ▶ Helps you grow your professional network
 - ▶ It develops your leadership and management skills
 - ▶ Allows you to give back to your industry and the community

Mentorship (Mentee)

- ▶ Important for professional development and navigating your career
 - ▶ You receive information, knowledge and career guidance
 - ▶ Your mentor can see where improvements are needed that you may not
 - ▶ A mentor can find ways to stimulate personal and professional growth
 - ▶ They offer encouragement and help mentee's to keep going
 - ▶ Help to set professional boundaries
 - ▶ Are trusted advisers
 - ▶ Are connectors to help build your professional network
 - ▶ Have experiences that help guide less seasoned professionals through challenges
- ▶ Where to start - look around you today!



Let's Recap:

▶ Effective Communication

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- Constructive feedback

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QUESTIONS?

THANK YOU!



**Tucker & Charlie
("The Farm Hands")**

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**Ms. Izzy
(Her Royal Highness
Farm Hand In Training)**