

Welcome to

Three Tips for Pitch-Perfect Communication in a Virtual World

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Agenda

1. Prepare for effective communication
2. Meet virtually with emotional intelligence
3. Compose email that's concise yet complete



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What are **your**
biggest challenges with
virtual communication?

Communication is different now.

connection

Maintaining meaningful **connection** was reported as the number one challenge faced by survey respondents

Employees with three years or less tenure reported an 80% decrease in their **connection** with colleagues

Remote Work Data Insights Report

Prepare



Which
communication
channel is most
appropriate for
each situation?



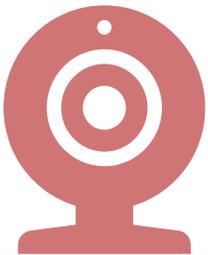
- +convey empathy, authenticity
- +ensure clarity with tone
- phone tag
- prolonged conversations



- +written record
- +fast, efficient
- poor conductor of empathy
- censored



- +informal
- +quick responses
- limited functionality
- may feel invasive



- +visible body language
- +easy to share documents
- technical issues
- has to be planned

Think strategically

4 questions to help pick the right communication tool

1. What am I trying to accomplish?
2. Do I need an immediate response?
3. Is this confidential or sensitive?
4. Is there more than one person to communicate with?

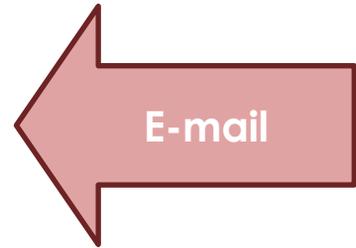
**The more complex the task,
the closer you should be to
(virtual) in-person
communication.**



Choose the best method

To push information in one direction

- Circulate routine information and plans
- Collect simple data



To explore perspectives

- Complex tasks
- Problem-solve and negotiate



Exchange feedback through a conversation

- Sensitive topics
- Spontaneity is needed



Meetings

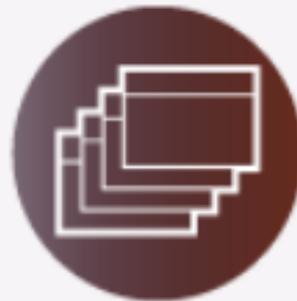


Attention during meetings

WHY WE CAN'T FOCUS



Stress



Multitasking



Sleep
deprivation



Busy
environment



Managing our attention



Turn off notifications

While they might seem to be momentary distractions, notifications

- Disrupt our thoughts for much longer
- Make it difficult to get back on track

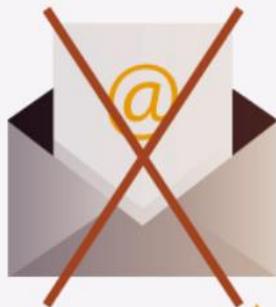


GIVE ME A BREAK

Take breaks

Look away from your screen to rest your eyes

- Take a 15 minute break for every 2 hours staring at your screen



Cut down on email

Americans spend much of their day checking emails

- Work 3+ hours
- Personal 2+ hours

JUST 3 OF EVERY 26 MINUTES SPENT RESPONDING TO EMAIL ARE JOB-RELATED

Emails



Managing your email inbox

In 2019, the average worker received **121** emails per day and sent about 40.

Since the pandemic, that number has gone up.

3 Golden Rules

1. Always give others the benefit of the doubt.

Recognize that there's a good chance you're misinterpreting the tone of a message. So, before you damage yourself or others in an email, **ask tactful questions** to understand a situation.

2. Copy people on messages only when something positive will result from their involvement.

When a cc'd email will have a negative outcome for someone, find another way to communicate.

3. Be your best in email.

Ask yourself whether you'd be pleased to see your message plastered on the evening news. Think beyond the purpose of the email, and ask yourself a big-picture question like, "Am I presenting my best self?" This will help you make the right choice as a writer and a human being.



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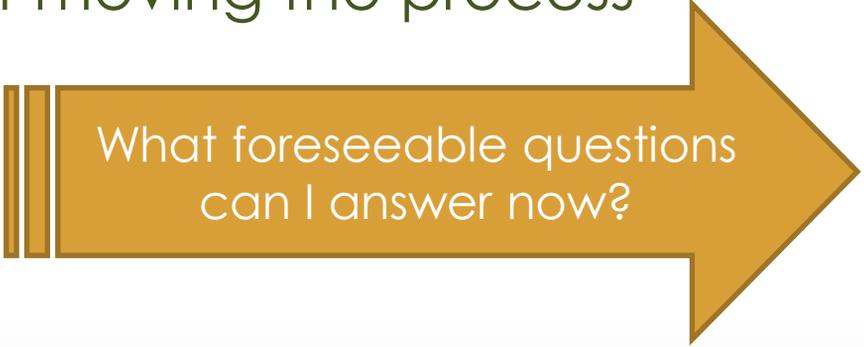
Clear is kind.
Unclear is unkind.

~Brene Brown

Embrace bullet points and
headings

Take the time to write complete
thoughts

Think about moving the process
forward



What foreseeable questions
can I answer now?

Be pitch-perfect!

Our next full-day session is:

March 2

See you there!