



## Minnesota Dual-Training Pipeline Speaker Series with Dr. Amelia Reigstad

### Impactful Communication: How To Communicate Effectively in the Workplace

September 21, 2021

# About the Department of Labor and Industry

**DLI's VISION is to be a trusted resource, service provider and impartial regulator.**

**DLI's MISSION is to ensure Minnesota's work and living environments are equitable, healthy and safe.**

## ***DLI Programs:***

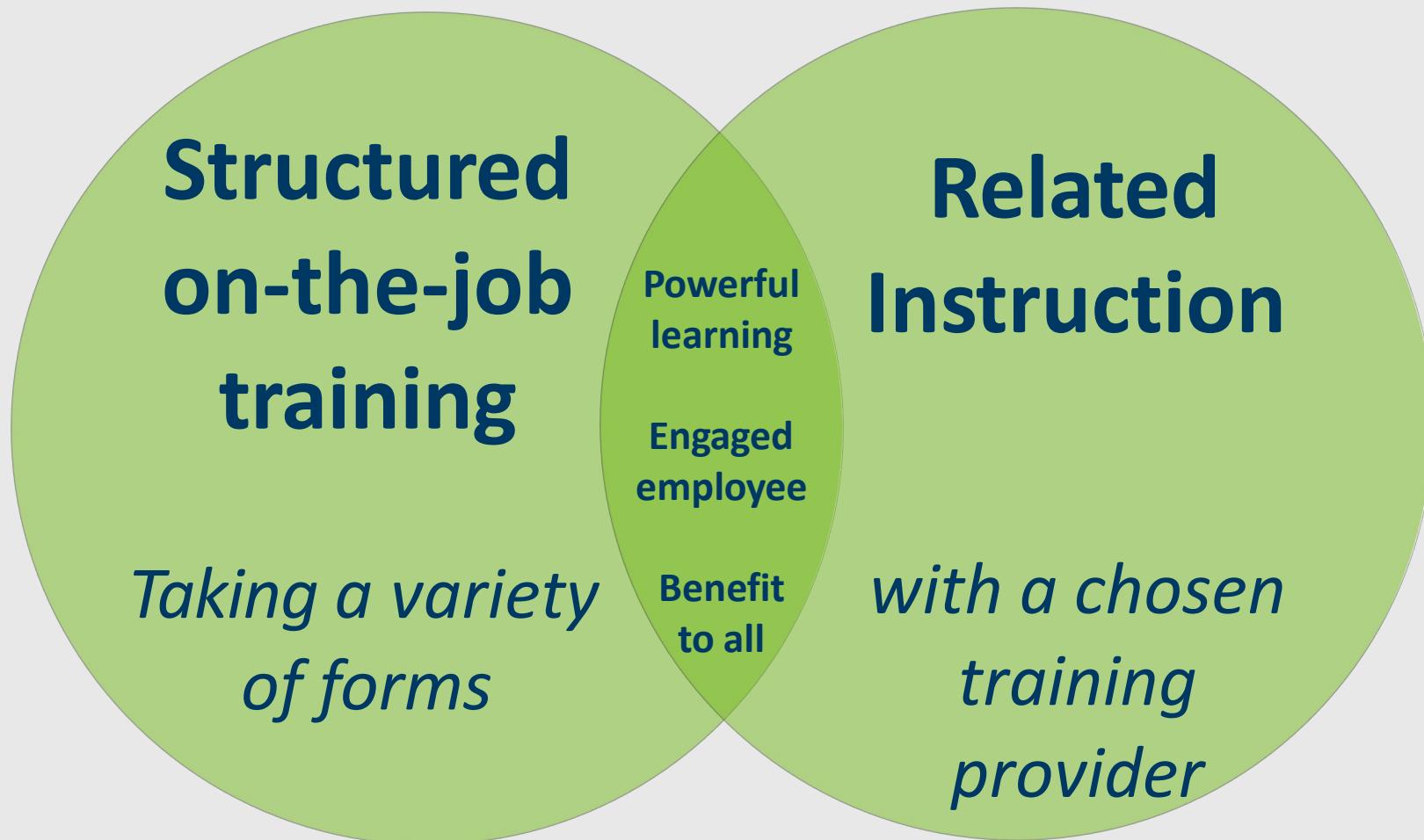
- Registered Apprenticeship
- Minnesota Dual-Training Pipeline
- Youth Skills Training Program
- Child Labor Outreach and Compliance
- Workplace Safety Consultation
- Workers' Compensation Administration
- OSHA Compliance
- Wage and Hour Compliance
- Construction Codes and Licensing

# What is Minnesota Dual-Training Pipeline?



- Source of support to employers to develop their own employment-based, dual-training programs
- An innovative approach to address current and future workforce needs in the key industries of **advanced manufacturing, agriculture, health care services and information technology**
- Private Investment, Public Education, Labor and Industry Experience

# Employment-Based Training



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# Minnesota Dual-Training Pipeline Strategies

- **Industry Forums:** *Inform and direct* Pipeline regarding industry trends and needs aimed to expand dual training.
- **Competency Councils:** *Define and identify* specific occupational competencies for the four key industries.
- **Dual-Training Consulting:** *Create and disseminate* dual-training resources for employers, employees and dual trainees: toolbox, grants, and expanding mentorship networks to set up dual training.

# Advanced Manufacturing Occupations

- Computer Numerical Control (CNC) Programmer
- Coordinate Measuring Machine (CMM) Programmer
- Extrusion Molding Technician
- Flexo Technician
- Injection Molding Technician
- Logistics and Supply Chain Manager
- Machinist/ Tool and Die Maker
- Machinist / CNC Operator
- Manufacturing Engineer
- Maintenance and Repair Worker
- Manufacturing Production Supervisor
- Mechatronics Technician
- Print Press Operator
- Quality Assurance/ Food Safety Supervisor
- Quality Assurance Technician
- Robotics Operator
- Safety Technician
- Solderer
- Welder



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# Agriculture Occupations

- Agriculture Equipment Mechanic
- Agronomist
- Agriculture Finance/ Lender
- Application Technician
- Crop Farm Manager
- Farm Animal Manager
- Grain Merchandiser
- Horticulture Farm Manager
- Quality Assurance/Food Safety Supervisor
- Swine Technician (grow finish)
- Swine Technician (sow farm)



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# Health Care Services Occupations

- Addiction Specialist
- Certified Nursing Assistant
- Critical Care Nurse
- Community Health Worker
- Community Paramedic
- Dental Assistant
- Dental Hygienist
- Electronic Health Records Specialist
- EMT to Paramedic
- Health Support Specialist
- ICU Nurse
- Licensed Practical Nurse
- Health Support Specialist
- Licensed Practical Nurse
- Medical Assistant
- Medical Laboratory Assistant
- Medical Laboratory Technician
- Ophthalmic Technician
- Psychiatric/Mental Health Technician in-patient
- Psychiatric/Mental Health Technician out-patient
- Phlebotomist
- Radiologic Technician
- Registered Nurse
- Respiratory Therapist
- Pharmacy Technician
- Senior Living Culinary Manager
- Surgical Technologist
- Wound, Ostomy, Continence (WOC) Nurse



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# Information Technology Occupations and Pathways

- Information Management and Analytics Pathway
  - Software Developer
- Information Security Pathway
  - Software Testing and Quality Assurance Pathway
- Infrastructure Administration Pathway
  - Support Pathway
- Programming, Development and Engineering Pathway
  - Technical Planning Pathway
  - Web Developer – back end
  - Web Developer – front end
- Security Analyst
- Service Desk/Front Line Support or User Support

# Featured Speaker

## Dr. Amelia Reigstad



# IMPACTFUL COMMUNICATION

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**How to Communicate More Effectively and Increase Productivity in the Workplace**

Presented by Dr. Amelia Reigstad, Ph.D.



FINDING YOUR COMMUNICATION PURPOSE - TOGETHER

# INTRODUCTION

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- Dr. Amelia Reigstad, Ph.D.
  - Passion and love for knowledge.
  - 20 years in communication, training and education.
  - Founder of *The Women Empowerment Series*.



# TODAY'S DISCUSSION

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- Importance of Effective Communication.
- Linguistic and Communication Styles.
- Communication Styles vs. Personality Traits.
- Understanding Intent in Conversations.
- Common Communication Challenges.
- Importance of Authenticity & Confidence.
- Language and Diplomacy.
- Understanding the Why.
- Tips for Dealing with Communication Conflict.
- Key Take Aways.

# WHAT IS EFFECTIVE COMMUNICATION?

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- The practice of fostering good working relationships between management, staff, colleagues, clients and external partners to improve morale and efficiency.

**What does effective communication mean to you?**



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CREATING A CULTURE OF EFFECTIVE  
COMMUNICATION BEGINS WITH  
RECOGNIZING ITS IMPORTANCE.

# EFFECTIVE COMMUNICATION

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- Why is effective communication so important in HR, change management, recruitment, retention and training?
  - 97% of employees believe communication has an impact on tasks performed every day.
  - Solves common workplace problems.
  - Assists with recruitment and retention.
  - Strengthens job training.
  - Builds and strengthens relationships.



## COMPONENTS OF EFFECTIVE COMMUNICATION

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- Active Listening
- Empathy
- Tone of Voice

The biggest communication  
problem is we do not listen to  
understand, we listen to respond.

# FOUR STEPS OF ACTIVE LISTENING

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- Focus attention.
- Interpret the meaning.
- Acknowledge their point of view.
- Confirm your understanding and respond appropriately.



# EMPATHY

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- The ability to understand the feelings of others.
  - Cognitive
  - Emotional
  - Compassionate
- Having empathy, care and compassion for colleagues, team members is critical.

# TONE OF VOICE

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- Leading cause of frustration and miscommunication in the workplace.
- Makes or breaks a conversation.
- Email, face-to-face, phone - it ALL matters.
- It's not about what you say, it's how you say it.

**“10% of conflict is due to a difference in opinion. 90% is due to the wrong tone of voice.”**

# LINGUISTIC STYLES

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- Refers to a person's speaking style/pattern.
- Set of culturally learned signals.
- Learn ways of speaking as children growing up.
- Both boys and girls find ways of creating rapport and negotiating status.
  - Girls tend to lean towards rapport dimensions of relationships; downplay.
  - Boys tend to learn rituals that focus on status dimensions; up play.

# UNDERSTANDING COMMUNICATION STYLES

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- Understanding communication styles is critical in the workplace.
- Not only individual styles but also the styles of others.
- Straight Talk ® communication styles assessment.
- People view the world differently. We communicate differently.
- Recognizing different styles can assist with leadership, problem-solving, decision-making, management and conflict resolution.
- Communication styles and personality traits are different.

# PERSONALITY TRAITS VS. COMM STYLES

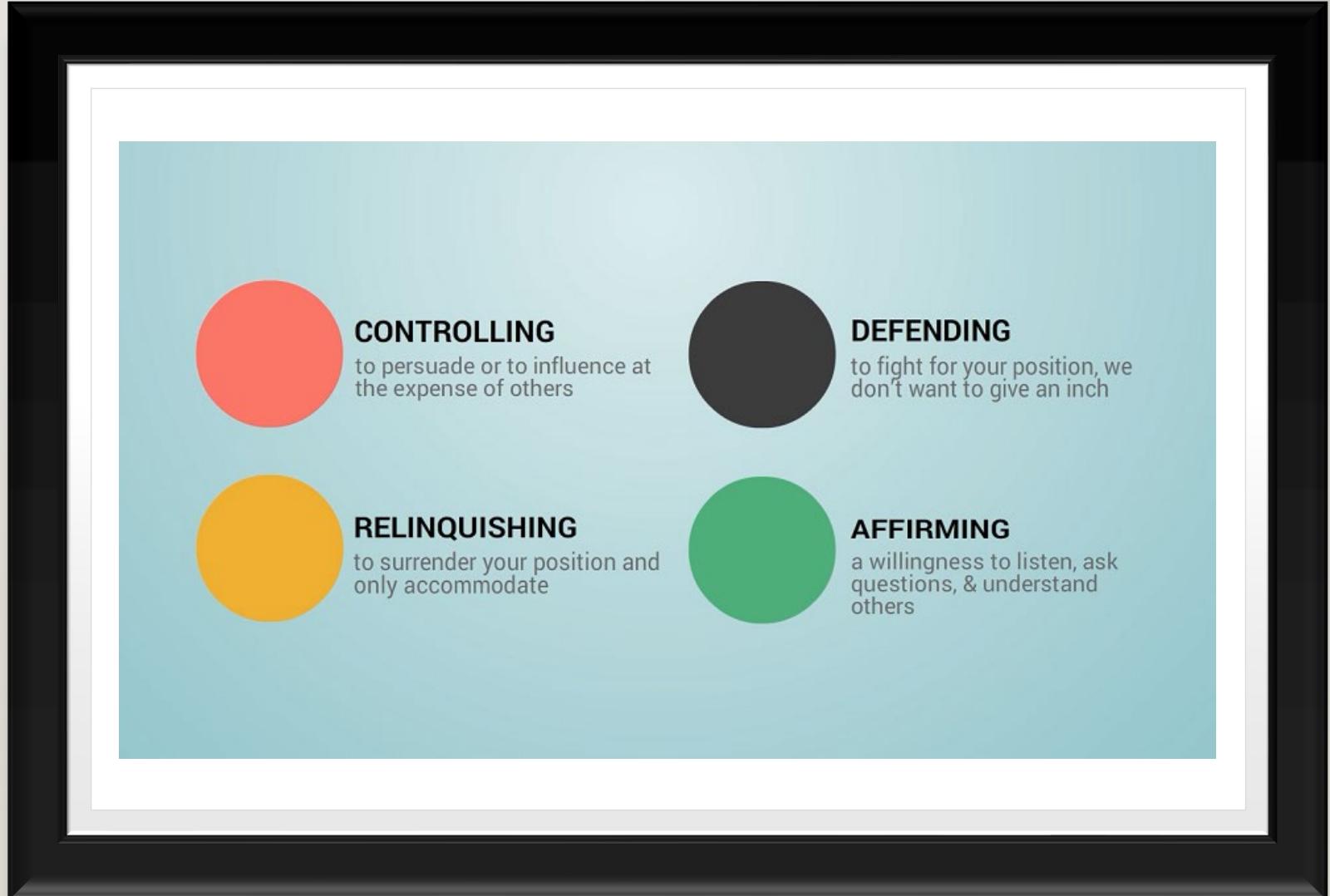
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- Personality traits = fixed characteristics
  - Can't change
- Communication Styles
  - Ability to modify



# UNDERSTANDING INTENT IN CONVERSATIONS

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Source: Straight Talk®

# RECOGNIZE THE IMPORTANCE AND USE COMMUNICATION TO SOLVE PROBLEMS

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- Know and understand your communication style.
  - And that of your colleagues and leaders.
- Understand intent in conversations.
  - Affirming, controlling, defending and relinquishing.
- Learn to adapt.
  - Based on the communication styles of others.

# COMMON COMMUNICATION CHALLENGES

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- Giving and receiving feedback.
- Clarifying educational priorities and on-the-job-training objectives with staff, trainers, managers, etc.
- Providing and receiving coaching.
- Handling disagreements among team members.
- Sharing new ideas with management.
- Demonstrating why and building motivation
- Navigating power dynamics.
- Working with customers.
- Uncertainty and confusion.
- Feeling belittled.
- Feeling not appreciated or understood.
- Reacting with frustration and anger.

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- **How do we balance diplomatic conversations, ensure voices are heard, shift power dynamics to neutral ground and increase productivity?**
    - Authenticity & Confidence
    - Language & Diplomacy
    - Understand Why

# THE IMPORTANCE OF AUTHENTICITY

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- Be an authentic communicator
  - Actively listen.
  - Have confidence.
  - Managing emotions.
  - Respect yourself and others.
  - Take responsibility for your own feelings.



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# CONFIDENCE

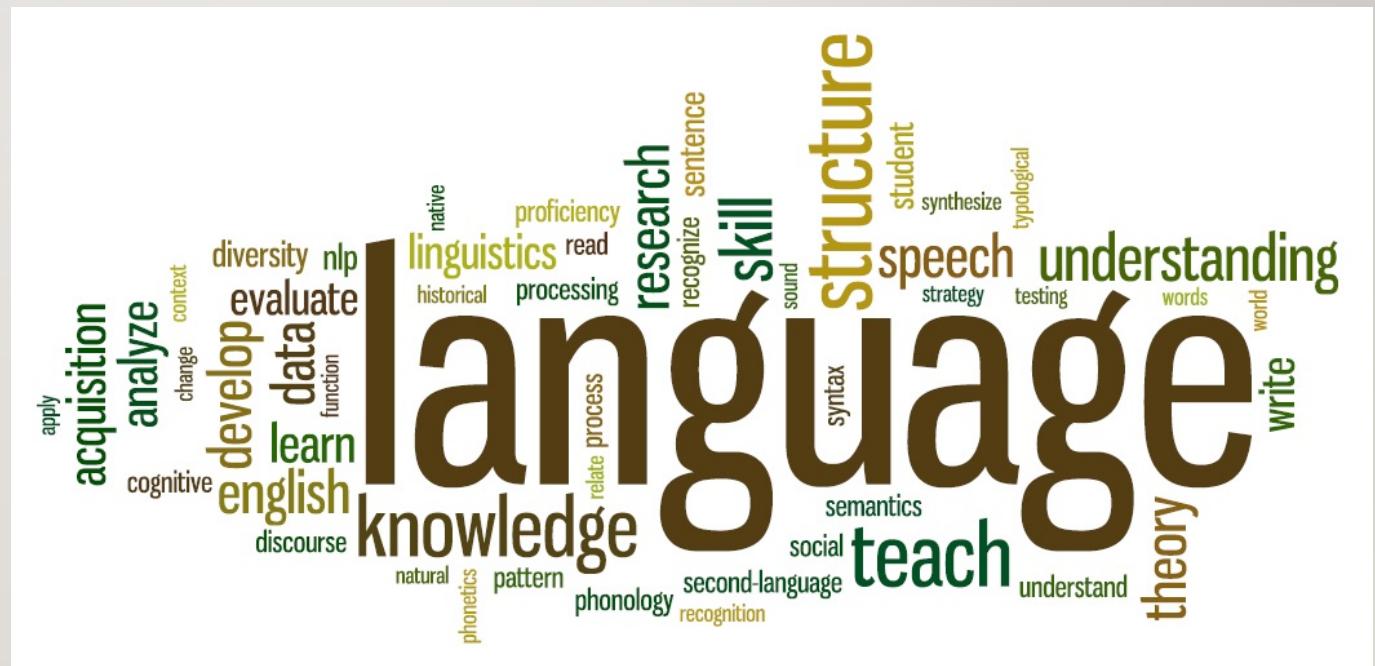
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- **Confidence is a trait**
  - Know what you are good at.
  - The value you provide.
  - Act in a way that conveys that to people around you.
- **How do we become more confident in our conversations?**
  - Recognize the differences.
  - Do the research and know who you are communicating? What's their typical style? How do they respond in situations?
  - Be our authentic selves but also learn to modify styles depending on the situation.

# LANGUAGE & DIPLOMACY

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- Two-way dialogue
- Word choice
- Transparency
- Be tactful



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# UNDERSTAND WHY

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- People are generally in self-protection mode.
- Stress, anxiety and unhappiness can bring out the worst in humans; not seeing the big picture.
- Different communication styles and gender differences play a role and impact conversations.

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"The key to tough conversations is to learn how to handle them in a way that produces a better outcome."

**So, how do you do that?**

# TIPS FOR DEALING WITH CONFLICT & CHALLENGING CONVERSATIONS

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- Learn team members' communication styles.
- Plan your conversation.
- Change your mindset; think positive.
- Be aware of your intent.
- Ask questions and clarify as needed.
- Practice active listening.
- Be cautious of language; words do matter.
- Manage emotions but don't disregard them.
- Attempt to understand where the other person is coming from.
- Be ok with silence and reflection.

# KEY TAKE AWAYS

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- Effective communication in the workplace is critical.
- Building an understanding of effective communication with your team solves workplace problems.
- Linguistic styles, communication styles and personality traits can impact how we communicate.
- Being able to recognize different communication styles may reduce challenges in the workplace and assist with recruitment, retention and training strategies.
- Understanding intent can lead to more impactful conversations.
- Be authentic and confident.
- Recognize strategies for dealing with conflict can help mitigate miscommunication.

# LET'S CHAT

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# Connecting the Dots: How Improving Communications Helps Dual-Training

- **Communicating Effectively Improves On-The-Job-Training. Four Big Take-Aways.**
  - a) Active listening is key to active learning.
  - b) As the trainer it is important to have empathy. Learning new things can be hard.
  - c) Tone matters for everyone....Trainer and trainee. Trainees should try to express openness to learning and trainers need to express a confidence in their trainee's ability to learn.
  - d) Giving and receiving feedback is hard. Recognize that and be authentic about it.

# Upcoming Minnesota Dual-Training Pipeline Events

(All events online via WebEx)

- **Minnesota Employment-Based-Training Programs for Manufacturers**

Thursday, October 7, 9:00 a.m. – 10:30 a.m.

<https://www.eventbrite.com/e/minnesota-employment-based-training-programs-for-manufacturers-tickets-167900499915>

- **Pipeline 101**

Tuesday, October 12, 9:00 a.m. – 10:00 a.m.

<https://www.eventbrite.com/e/minnesota-dual-training-pipeline-101-tickets-166546090841>

- **Advanced Manufacturing Industry Forum**

Tuesday, October 26, 9:00 a.m. – 10:00 a.m.

<https://www.eventbrite.com/e/mn-dual-training-pipeline-advanced-manufacturing-industry-forum-tickets-172183063177>

- **Agriculture Industry Forum**

Tuesday, October 26, 1 p.m. – 2 p.m.

<https://www.eventbrite.com/e/mn-dual-training-pipeline-agriculture-industry-forum-tickets-172191347957>

- **Health Care Services Industry Forum**

Wednesday, October 27, 9:00 a.m. – 10 a.m.

<https://www.eventbrite.com/e/mn-dual-training-pipeline-health-care-services-industry-forum-tickets-172198649797>

- **Information Technology Industry Forum**

Wednesday, October 27, 1 p.m. – 2 p.m.

<https://www.eventbrite.com/e/mn-dual-training-pipeline-information-technology-industry-forum-tickets-172201939637>

# Thank You!



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