Minnesota Dual-Training Pipeline
Speaker Series with Dr. Amelia Reigstad
Impactful Communication: How To Communicate Effectively in the Workplace
September 21, 2021
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.
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

Structured on-the-job training
Taking a variety of forms

Related Instruction
with a chosen training provider

Benefit to all
Engaged employee
Powerful learning
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
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)
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
Information Technology Occupations and Pathways

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

Dr. Amelia Reigstad
IMPACTFUL COMMUNICATION

How to Communicate More Effectively and Increase Productivity in the Workplace

Presented by Dr. Amelia Reigstad, Ph.D.
INTRODUCTION

• 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

• 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?

- 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?
Creating a culture of effective communication begins with recognizing its importance.
EFFECTIVE COMMUNICATION

• 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

- 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

• Focus attention.

• Interpret the meaning.

• Acknowledge their point of view.

• Confirm your understanding and respond appropriately.
EMPATHY

• 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

• 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

• 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

• 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

• Personality traits = fixed characteristics
  • Can’t change
• Communication Styles
  • Ability to modify

The Big Five

- Conscientiousness
- Extraversion
- Openness
- Neuroticism
- Agreeableness
UNDERSTANDING INTENT IN CONVERSATIONS

CONTROLLING
- to persuade or to influence at the expense of others

DEFENDING
- to fight for your position, we don't want to give an inch

RELINQUISHING
- to surrender your position and only accommodate

AFFIRMING
- a willingness to listen, ask questions, & understand others

Source: Straight Talk®
RECOGNIZE THE IMPORTANCE AND USE COMMUNICATION TO SOLVE PROBLEMS

• 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

- 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.
• 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

- 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

• **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

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

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UNDERSTAND WHY

- 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.
"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

• 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

• 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.
• **Minnesota Employment-Based-Training Programs for Manufacturers**  
  Thursday, October 7, 9:00 a.m. – 10:30 a.m.  
  [Eventbrite](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.  
  [Eventbrite](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.  
  [Eventbrite](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.  
  [Eventbrite](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.  
  [Eventbrite](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.  
  [Eventbrite](https://www.eventbrite.com/e/mn-dual-training-pipeline-information-technology-industry-forum-tickets-172201939637)
Thank You!

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