



Communicate Like a Leader

September 17, 2020

Chat Log

There were many great thoughts, references, and ideas shared within the chat during the live event. These are captured below to use as a reference alongside of the webinar recording (to provide context).

Note: this has not been edited for grammar or punctuation – this is the raw chat conversations as they took place during the live event.

September 17, 2020	1:43 PM	from Cindy Thomas to everyone:	Welcome everyone - if you didn't receive the materials yet, go to: https://conferences.nachc.org/nachc/articles/3498/view
September 17, 2020	1:50 PM	from Patty Wyatt to everyone:	Hi! Welcome! I'm Patty Lynn Wyatt. I will be your facilitator today! Yay!
September 17, 2020	1:53 PM	from Patty Wyatt to everyone:	pattlynnwyatt@gmail.com contact me - if you have any questions.
September 17, 2020	2:05 PM	from Cindy Thomas to everyone:	Welcome everyone - if you didn't receive the materials yet, go to: https://conferences.nachc.org/nachc/articles/3498/view
September 17, 2020	2:06 PM	from Jennifer Nolty to everyone:	Hello and welcome! Please submit your Questions here in the chat box for Patty Lynn. Thank you
September 17, 2020	2:07 PM	from Cindy Thomas to everyone:	What is the best leader you know or heard about?
September 17, 2020	2:08 PM	from Cynthia Selmi to everyone:	Michelle Obama
September 17, 2020	2:08 PM	from Sabra Matovsky to everyone:	Eleanor Rossevelt
September 17, 2020	2:08 PM	from Chad Hendry to everyone:	KKB
September 17, 2020	2:08 PM	from JaneLee Waldock to everyone:	My Aunt
September 17, 2020	2:08 PM	from Cindylou Figuerres to everyone:	john maxwell
September 17, 2020	2:08 PM	from Arissa Grizzle to everyone:	Martin Luther King, Jr.
September 17, 2020	2:08 PM	from Pam Choice to everyone:	Leader: Mister Rogers
September 17, 2020	2:08 PM	from Terry Langston to everyone:	Dorothy Johnson
September 17, 2020	2:08 PM	from Cindylou Figuerres to everyone:	covey

September 17, 2020	2:08 PM	from Suzette Ansay to everyone:	My boss, Ted Epperly
September 17, 2020	2:08 PM	from Clay Nelson to everyone:	FDR
September 17, 2020	2:08 PM	from Cynthia Selmi to everyone:	Cecile Richards
September 17, 2020	2:08 PM	from Monica Rios to everyone:	Michelle Obama
September 17, 2020	2:08 PM	from Claudia Sanchez to everyone:	Chavez and Huerta
September 17, 2020	2:08 PM	from DANITA PERRY to everyone:	Dr. Tony Evans
September 17, 2020	2:08 PM	from Jean Cobb to everyone:	authentic
September 17, 2020	2:08 PM	from Cindy Thomas to everyone:	what are the communication traits of a leader?
September 17, 2020	2:08 PM	from Scharla Baker to everyone:	Ask questions, don't make assumptions, listen to understand.
September 17, 2020	2:08 PM	from Sabra Matovsky to everyone:	honest, sincere, asks the right questions
September 17, 2020	2:09 PM	from Cindylou Figuerres to everyone:	connection
September 17, 2020	2:09 PM	from Cindy Arbanovella to everyone:	charismatic, good listener
September 17, 2020	2:09 PM	from Eric Medina to everyone:	made everyone feel special
September 17, 2020	2:09 PM	from JaneLee Waldock to everyone:	prepared for all scenarios, was firm but compassionate
September 17, 2020	2:09 PM	from Meredith McIntyre to everyone:	Planning what they were going to say
September 17, 2020	2:09 PM	from Suzan Shakhshir to everyone:	Active listeners
September 17, 2020	2:09 PM	from Laura Parpart to everyone:	listening, asking questions, honest
September 17, 2020	2:09 PM	from Sandra Ramirez to everyone:	Dan Price, CEO of Gravity Payments
September 17, 2020	2:09 PM	from Arissa Grizzle to everyone:	He lead by example, great communication skills, always positive and optimistic
September 17, 2020	2:09 PM	from Carmen Ibarra to everyone:	Michelle Obama
September 17, 2020	2:09 PM	from Monica Briones to everyone:	calm, good listener, open and honest

September 17, 2020	2:09 PM	from Rose Marie Velez to everyone:	quick to listen, slow to respond
September 17, 2020	2:09 PM	from DANITA PERRY to everyone:	lives what he teaches
September 17, 2020	2:09 PM	from BRENDA THANEL to everyone:	gave their time and energy
September 17, 2020	2:09 PM	from Terry Langston to everyone:	clear,. consistent, great listner, encoruaing feedback
September 17, 2020	2:09 PM	from susan park to everyone:	one who recognizes their own errors and owning upto them. great judgment, great listening, great follow through. humble.
September 17, 2020	2:09 PM	from Diana Castillo to everyone:	respectful, honest, carismatic
September 17, 2020	2:09 PM	from Erika Clarke-Henry to everyone:	admits when they don't know...listener....approachable
September 17, 2020	2:09 PM	from DANITA PERRY to everyone:	consistent
September 17, 2020	2:09 PM	from Rose Marie Velez to everyone:	unbiased
September 17, 2020	2:09 PM	from Ellen Rielag to everyone:	intentional, active listening, clear message
September 17, 2020	2:09 PM	from Staci Hines to everyone:	articulate, patient, good listener
September 17, 2020	2:09 PM	from Terry Langston to everyone:	encouraging feedback
September 17, 2020	2:09 PM	from Hina Sheth to everyone:	honest, willing to listen, team player
September 17, 2020	2:09 PM	from Sandra Ramirez to everyone:	Listened, empathized, sacrificed
September 17, 2020	2:09 PM	from Allison Kane to everyone:	transparent, active listener, collaborative
September 17, 2020	2:09 PM	from Monica Rios to everyone:	Compassionate, straight-forward, objective
September 17, 2020	2:09 PM	from Suzette Ansay to everyone:	Transparent, cares about others, honest
September 17, 2020	2:09 PM	from Claudia Sanchez to everyone:	Leadership, commitment, and vocal
September 17, 2020	2:09 PM	from Cindylou Figuerres to everyone:	empower

September 17, 2020	2:09 PM	from Terry Pina to everyone:	listen completely, integrity, honesty
September 17, 2020	2:09 PM	from Sarah Oh MPH RDN CLE to everyone:	humble, humorous, and trustworthy
September 17, 2020	2:09 PM	from Monica Briones to everyone:	knowledgeable but humble
September 17, 2020	2:09 PM	from Rose Marie Velez to everyone:	influences, look for team member development
September 17, 2020	2:10 PM	from Cindy Thomas to everyone:	if you didn't receive the materials yet, we will need the workbook for today - go to: https://conferences.nachc.org/nachc/articles/3498/view
September 17, 2020	2:11 PM	from Yesenia Robles to everyone:	Honest, Listen completely and reliable
September 17, 2020	2:12 PM	from Cindy Thomas to everyone:	workbook page 3
September 17, 2020	2:12 PM	from Iuliia Akulova to all panelists:	respectful, honest, passionate,
September 17, 2020	2:12 PM	from Rose Marie Velez to everyone:	agree
September 17, 2020	2:13 PM	from Lawanda Ewing to everyone:	yes!
September 17, 2020	2:13 PM	from Cheryl Carey (privately):	Agreed
September 17, 2020	2:13 PM	from Diane Ramos to everyone:	true
September 17, 2020	2:13 PM	from DANITA PERRY to everyone:	absolutely have
September 17, 2020	2:13 PM	from BRENDA THANEL to everyone:	agree
September 17, 2020	2:13 PM	from Claudia Sanchez to everyone:	Agree
September 17, 2020	2:15 PM	from Cheryl Lord-Hernandez to everyone:	When we get rushed....quality of communication dwindles.
September 17, 2020	2:15 PM	from Cindy Thomas to everyone:	what skills do I need to work on to be a ninja leader???
September 17, 2020	2:15 PM	from Edward Schelb to everyone:	On the Audio and Video tab, you can find other audio options.
September 17, 2020	2:15 PM	from Danielle Cole to everyone:	Work on listening and not just jumping in to fix things
September 17, 2020	2:16 PM	from chrisitna skaggs to everyone:	I would like for when I speak people listen

September 17, 2020	2:16 PM	from Wendy Gonzalez to everyone:	be proactive not reactive
September 17, 2020	2:16 PM	from BRENDA THANEL to everyone:	I need to remember that while I have deadlines and pressures, my staff needs to still have some of my time.
September 17, 2020	2:16 PM	from Leah VanHam to everyone:	I want to be able to give constructive feedback without feeling guilty about it.
September 17, 2020	2:16 PM	from DANITA PERRY to everyone:	I love that slide
September 17, 2020	2:17 PM	from Max Naramor to everyone:	be willing to be vulnerable
September 17, 2020	2:17 PM	from Cindy Thomas to everyone:	@Danita - it's a great visual!
September 17, 2020	2:18 PM	from Clay Nelson to everyone:	This is exactly where I fail at getting the message across.
September 17, 2020	2:18 PM	from Cindy Thomas to everyone:	navigate like a captain - serve like a flight attendant
September 17, 2020	2:19 PM	from Wendy Gonzalez to everyone:	i liket that quote
September 17, 2020	2:19 PM	from Wendy Gonzalez to everyone:	empathy!
September 17, 2020	2:19 PM	from Cindy Thomas to everyone:	I see you - you matter - let them know they matter, their ideas matter, you appreciate them...
September 17, 2020	2:19 PM	from DANITA PERRY to everyone:	cue the music
September 17, 2020	2:20 PM	from Cheryl Lord-Hernandez to everyone:	Lip Smacking Tip! Stealing that one...
September 17, 2020	2:21 PM	from DANITA PERRY to everyone:	lots of negative people
September 17, 2020	2:21 PM	from Rose Skupeika to everyone:	Amen, sister
September 17, 2020	2:21 PM	from Ariel Cooper to everyone:	SO important to communicate and connect outside of tasks!
September 17, 2020	2:22 PM	from Cindy Thomas to everyone:	@Ariel absolutely!!!
September 17, 2020	2:23 PM	from Clay Nelson to everyone:	Exactly! Everyone wants to know they are doing good and that their work matters
September 17, 2020	2:24 PM	from Clay Nelson to everyone:	Agrrred.
September 17, 2020	2:24 PM	from Cindy Thomas to everyone:	communicate up - appreciate your team in both directions
September 17, 2020	2:24 PM	from Clay Nelson to everyone:	Agreed

September 17, 2020	2:24 PM	from Chad Brown to everyone:	20
September 17, 2020	2:24 PM	from Michelle Preston to everyone:	30%
September 17, 2020	2:24 PM	from Ellen Rielag to everyone:	20%
September 17, 2020	2:24 PM	from Sarah Oh MPH RDN CLE to everyone:	15%
September 17, 2020	2:24 PM	from Katie Bandtlow to everyone:	5
September 17, 2020	2:24 PM	from Jean Cobb to everyone:	10%
September 17, 2020	2:24 PM	from DANITA PERRY to everyone:	10%
September 17, 2020	2:24 PM	from BRENDA THANEL to everyone:	25%
September 17, 2020	2:24 PM	from Scharla Baker to everyone:	25
September 17, 2020	2:24 PM	from Lawanda Ewing to everyone:	30%
September 17, 2020	2:24 PM	from Cheryl Lord-Hernandez to everyone:	93% non verbal
September 17, 2020	2:24 PM	from Allison Kane to everyone:	20%
September 17, 2020	2:24 PM	from JaneLee Waldock to everyone:	10
September 17, 2020	2:24 PM	from Laura Parpart to everyone:	10
September 17, 2020	2:24 PM	from Cindy Thomas to everyone:	what percentage of communication is words?
September 17, 2020	2:24 PM	from Maria Conner to everyone:	25
September 17, 2020	2:24 PM	from Wendy Gonzalez to everyone:	25
September 17, 2020	2:24 PM	from Ariel Cooper to everyone:	Virtually? 50%
September 17, 2020	2:24 PM	from Teresa Driskell to everyone:	25%
September 17, 2020	2:24 PM	from Lissette Rodriguez to everyone:	40
September 17, 2020	2:24 PM	from Tami Fraser to everyone:	20
September 17, 2020	2:24 PM	from Miguel Mendoza to everyone:	25%
September 17, 2020	2:24 PM	from Erin OConnor to everyone:	15%
September 17, 2020	2:24 PM	from ashley douthart to everyone:	30
September 17, 2020	2:24 PM	from Danielle Cole to everyone:	40
September 17, 2020	2:24 PM	from David Merrell to everyone:	10%
September 17, 2020	2:24 PM	from Ariel Cooper to everyone:	Email!

September 17, 2020	2:24 PM	from Manju Lakra to everyone:	30
September 17, 2020	2:24 PM	from Mandy Grant to everyone:	15%
September 17, 2020	2:24 PM	from Toni Maddox to everyone:	20%
September 17, 2020	2:24 PM	from Juliet Dominguez to everyone:	10-20%
September 17, 2020	2:24 PM	from Hilda Ochoa to everyone:	25
September 17, 2020	2:24 PM	from Claudia Sanchez to everyone:	20%
September 17, 2020	2:24 PM	from Allan Mingus to everyone:	30% verbal
September 17, 2020	2:24 PM	from Clay Nelson to everyone:	20%
September 17, 2020	2:24 PM	from Toni Moore to everyone:	15
September 17, 2020	2:25 PM	from Sarah Oh MPH RDN CLE to everyone:	7%????
September 17, 2020	2:25 PM	from Thuy Quan (privately):	10 % verbal 90% nonverbal
September 17, 2020	2:26 PM	from Sarah Oh MPH RDN CLE to everyone:	haha, you are funny Patty
September 17, 2020	2:26 PM	from Sarah Oh MPH RDN CLE to everyone:	(love it!) fun to learn with your energetic teaching!
September 17, 2020	2:26 PM	from Cindy Thomas to everyone:	if you didn't receive the materials yet, we will need the workbook for today - go to: https://conferences.nachc.org/nachc/articles/3498/view
September 17, 2020	2:27 PM	from DANITA PERRY to everyone:	this is already so good! I'm learning so much
September 17, 2020	2:27 PM	from Cindy Thomas to everyone:	turn to page 4
September 17, 2020	2:27 PM	from Ben Sturm to everyone:	Managing staff from Off-site
September 17, 2020	2:27 PM	from Brandi Peres to everyone:	I listen to respond...
September 17, 2020	2:27 PM	from Eric Medina to everyone:	scared to speak up
September 17, 2020	2:27 PM	from Sandra Ramirez to everyone:	Lack of collaboartion
September 17, 2020	2:27 PM	from Kim Ledda to everyone:	Working from Home
September 17, 2020	2:27 PM	from Suzan Shakhshir to everyone:	Less face to face due to COVID
September 17, 2020	2:27 PM	from Wendy Gonzalez to everyone:	lack of or no communication
September 17, 2020	2:27 PM	from Martha Welman to everyone:	people I need to speak too are too busy to listen or connect

September 17, 2020	2:27 PM	from Cindy Thomas to everyone:	@Brandi i do the same
September 17, 2020	2:27 PM	from Allan Mingus to everyone:	missing out of those non verbal communication ques as staff work remotely
September 17, 2020	2:27 PM	from Diana Castillo to everyone:	a lot of confusion
September 17, 2020	2:27 PM	from Chad Brown to everyone:	folks working from home
September 17, 2020	2:27 PM	from BRENDA THANEL to everyone:	obstinant staff in some cases
September 17, 2020	2:27 PM	from Tina McConnell to everyone:	A staff member who doesn't read the entire email
September 17, 2020	2:27 PM	from Scharla Baker to everyone:	managers who don't take feedback and apply it to their situation
September 17, 2020	2:27 PM	from Xenia Marshall to everyone:	feeling manipulated by certain employees
September 17, 2020	2:27 PM	from Kirk Palmer to everyone:	scared to make a mistake on technology divice
September 17, 2020	2:27 PM	from Meredith McIntyre to everyone:	I'm training new people and I encourage questions but it seems to me like they're not asking enough questions
September 17, 2020	2:27 PM	from Jennifer Du Mond to everyone:	slow response to email
September 17, 2020	2:27 PM	from Sandra Ramirez to everyone:	Poor response from peers
September 17, 2020	2:27 PM	from Caryn McHarney-Brown to everyone:	Siloed communication
September 17, 2020	2:27 PM	from Teresa Driskell to everyone:	remote communication
September 17, 2020	2:27 PM	from Jean Cobb to everyone:	team members afraid they are in trouble when I approach them to talk. (Even though they've never been in any disciplinary convo with me)
September 17, 2020	2:27 PM	from Carol Jurczyk to everyone:	Remote Staff, Always did that way,
September 17, 2020	2:28 PM	from Ariel Cooper to everyone:	Email tone can be difficult
September 17, 2020	2:28 PM	from carolyn maddox to everyone:	employees in different locations

September 17, 2020	2:28 PM	from Lissette Rodriguez to everyone:	employees not communicating well and becoming in issue to the flow
September 17, 2020	2:28 PM	from Martha Welman to everyone:	Lack of attention - mine and everyone else
September 17, 2020	2:28 PM	from Teresa Driskell to everyone:	not listening
September 17, 2020	2:28 PM	from Eleni Manousogiannakis to everyone:	expectation that I fix everything rather than personal ownership or going through their supervisor first
September 17, 2020	2:28 PM	from Lawanda Ewing to everyone:	no communication
September 17, 2020	2:28 PM	from Teresa Driskell to everyone:	dysfunctional
September 17, 2020	2:28 PM	from Sarah Oh MPH RDN CLE to everyone:	fatigue from both ends
September 17, 2020	2:28 PM	from Ariel Cooper to everyone:	Dysfunctional healthcare processes
September 17, 2020	2:28 PM	from katrina thoma to everyone:	defensive responding on everything
September 17, 2020	2:28 PM	from Sarah Oh MPH RDN CLE to everyone:	myself and my staff
September 17, 2020	2:28 PM	from Claudia Sanchez to everyone:	Slow response
September 17, 2020	2:28 PM	from Ariel Cooper to everyone:	FATIGUE!
September 17, 2020	2:28 PM	from Terry Langston to everyone:	freezing out of meetings, silo communication, bullying
September 17, 2020	2:28 PM	from Toni Maddox to everyone:	confidence in speakers with leaders
September 17, 2020	2:28 PM	from Vincent Filanova to everyone:	Distance between teams
September 17, 2020	2:28 PM	from Janna Gardner to everyone:	aggressive none problem solving individual
September 17, 2020	2:28 PM	from Terry Langston to everyone:	fatigue of talking about the same issues
September 17, 2020	2:28 PM	from Allison Kane to everyone:	Misinterpretations, communication within other cultures, fatigue / burnout
September 17, 2020	2:28 PM	from DANITA PERRY to everyone:	excuses

September 17, 2020	2:28 PM	from Jana Kantor to everyone:	Too much zoom! Virtual fatigue
September 17, 2020	2:28 PM	from Scharla Baker to everyone:	@Eleni you must be in HR...ha.
September 17, 2020	2:28 PM	from Clay Nelson to everyone:	Excuses
September 17, 2020	2:29 PM	from Clay Nelson to everyone:	Inability to learn new things
September 17, 2020	2:29 PM	from Cheryl Lord-Hernandez to everyone:	:)
September 17, 2020	2:29 PM	from Lawanda Ewing to everyone:	My team complain daily about someone not saying good morning
September 17, 2020	2:29 PM	from Eleni Manousogiannakis to everyone:	@Scharla nope, i'm a director with supervisors
September 17, 2020	2:29 PM	from Kirk Palmer to everyone:	team is very touchy
September 17, 2020	2:29 PM	from Cindy Thomas to everyone:	-----ways to get past barriers ----
September 17, 2020	2:29 PM	from Eleni Manousogiannakis to everyone:	not taking everything personally
September 17, 2020	2:29 PM	from DANITA PERRY to everyone:	QTIP=quit taking it personal
September 17, 2020	2:29 PM	from Cheryl Lord-Hernandez to everyone:	@Lawanda--my team is not allowed to not say good morning...even if it is just "morning".
September 17, 2020	2:30 PM	from JaneLee Waldock to everyone:	study up, feel confident with the information
September 17, 2020	2:30 PM	from Lawanda Ewing to everyone:	try to be in the moment.
September 17, 2020	2:30 PM	from Laura Parpart to everyone:	active listening
September 17, 2020	2:30 PM	from Janna Gardner to everyone:	Active communication verbal, written, and close the loop on issues that impact others.
September 17, 2020	2:30 PM	from Arissa Grizzle to everyone:	truly listen to your staff
September 17, 2020	2:30 PM	from Sarah Oh MPH RDN CLE to everyone:	acknowledge the issue at hand out in the open to set the tone before discussing together
September 17, 2020	2:30 PM	from Eric Medina to everyone:	as leaders we should set the example

September 17, 2020	2:30 PM	from Brandi Peres to everyone:	slow down... remember what the goal is
September 17, 2020	2:30 PM	from Martha Welman to everyone:	Schedule regular communication that starts with listening
September 17, 2020	2:30 PM	from Monica Briones to everyone:	take a deep breath and have others take a pause during a meeting
September 17, 2020	2:30 PM	from Crystal Moreno to everyone:	providing resources and training to use cameras/microphones
September 17, 2020	2:30 PM	from Wendy Gonzalez to everyone:	collaboration
September 17, 2020	2:30 PM	from Cindy Thomas to everyone:	@Cheryl is there a reason to not say good morning?
September 17, 2020	2:30 PM	from carolyn Tranten to everyone:	being present
September 17, 2020	2:30 PM	from Sherra Osgood to everyone:	team building exercises
September 17, 2020	2:30 PM	from Tina McConnell to everyone:	Change follow up methodology to phone or f2f (conf) rather than email.
September 17, 2020	2:30 PM	from BRENDA THANEL to everyone:	go out and talk to one another
September 17, 2020	2:30 PM	from Terry Pina to everyone:	Take a step back and assess
September 17, 2020	2:30 PM	from Jana Kantor to everyone:	Solution for zoom fatigue - block off time on my calendar to get work done; meet people in parks to brainstorm and collaborate on projects; turn off the camera
September 17, 2020	2:30 PM	from Melody Young to everyone:	Our supervisors to rounding with employees to ask what is working well and what do you need
September 17, 2020	2:30 PM	from Jean Cobb to everyone:	create space for 2 way communication
September 17, 2020	2:30 PM	from Sarah Oh MPH RDN CLE to everyone:	"Hey, I'm just checking in with you, what's going on?"
September 17, 2020	2:30 PM	from Michelle Preston to everyone:	Know what you are listening for
September 17, 2020	2:31 PM	from Allison Kane to everyone:	understanding that transparency cannot happen 100% of the time for various reasons
September 17, 2020	2:31 PM	from Terry Langston to everyone:	talk to individuals, try really hard to listen (put myself in their shoes), encourage a team discussion around our communication challenges

September 17, 2020 2:31 PM from Jean Cobb to everyone: asking team members to take share that they think another's perspective is

September 17, 2020 2:31 PM from Cheryl Lord-Hernandez to everyone: @Cindy-- sometimes people are going through a tough time, and they aren't feeling the "good" on a particular day. But they are willing to acknowledge others with a "morning" greeting.

September 17, 2020 2:31 PM from Sherra Osgood to everyone: give people time to vent, lots of personal issues are spilling into work, its been an extremely trying year for many people

September 17, 2020 2:31 PM from Terry Pina to everyone: Regular meetings and regular check-ins

September 17, 2020 2:31 PM from Allison Kane to everyone: informal check ins

September 17, 2020 2:31 PM from Cindy Thomas to everyone: @cheryl - an interesting approach - I think I unconsciously say "morning"

September 17, 2020 2:31 PM from Terry Pina to everyone: Carve out occasional fun, joint activities

September 17, 2020 2:32 PM from Cheryl Lord-Hernandez to everyone: Part of the "noise" in communication has to do with generational differences.

September 17, 2020 2:33 PM from Michelle Preston to everyone: @Maryann its not about liking them, its about working respectfully and professionally with everyone. It may be meeting with them and come up with common ground with them to be able to display respect and professionalism and air out the differences and come up with solutions to be able to start liking each other

September 17, 2020 2:33 PM from Kirk Palmer to everyone: we lean an people that we can count on and sometimes we don't take their lives into consideration

September 17, 2020 2:34 PM from katrina thoma to everyone: same I read somewhere that millenials feel threatened when the older generation sends texts and emails in full sentence structures and actual punctuations

September 17, 2020 2:34 PM from Terry Pina to everyone: The success of my direct report is as much my responsibilty as it is theirs

September 17, 2020 2:35 PM from Brandi Peres to everyone: @terry yes!!!

September 17, 2020 2:35 PM from Cindy Thomas to everyone: @Patty - did you do that on purpose LOL

September 17, 2020 2:35 PM from katrina thoma to everyone: so its all true

September 17, 2020 2:35 PM from Cindy Thomas to everyone: how are people experiencing you?

September 17, 2020	2:35 PM	from Brandi Peres to everyone:	@Rachel i am friendly but not a friend
September 17, 2020	2:35 PM	from Janna Gardner to everyone:	Firm, but fair
September 17, 2020	2:36 PM	from Kirk Palmer to everyone:	probable think that I'm a budy hole
September 17, 2020	2:36 PM	from Sandra Ramirez to everyone:	my team is very vocal and brainstormy
September 17, 2020	2:36 PM	from Cheryl Lord-Hernandez to everyone:	Communicate in different ways depending on the other person(s).
September 17, 2020	2:36 PM	from Clay Nelson to everyone:	I am understanding, which gets taken advantage of.
September 17, 2020	2:37 PM	from DANITA PERRY to everyone:	I'm direct and to the point, that is sometimes misunderstood
September 17, 2020	2:37 PM	from Ariel Cooper to everyone:	My team is great, but communicating with other departments is challenging
September 17, 2020	2:37 PM	from katrina thoma to everyone:	I communicate differently based on person
September 17, 2020	2:37 PM	from Martha Welman to everyone:	so true!
September 17, 2020	2:37 PM	from Ariel Cooper to everyone:	Acknowledging when a task is difficult
September 17, 2020	2:37 PM	from katrina thoma to everyone:	some I can use direct approach move - others not so much
September 17, 2020	2:37 PM	from BRENDA THANEL to everyone:	They feel they're the only ones that have to do or they think it's not valuable or it takes them too much time.
September 17, 2020	2:37 PM	from Martha Welman to everyone:	There are some people who just seem to say no to everything though...
September 17, 2020	2:38 PM	from Brenda Aguirre to everyone:	communicate as team and individually
September 17, 2020	2:38 PM	from Cindy Thomas to everyone:	ask the right questions - -- then listen --- key step
September 17, 2020	2:38 PM	from Cindy Thomas to everyone:	Workbook page 5
September 17, 2020	2:38 PM	from Kirk Palmer to everyone:	what if your team has been taken advantage of by previous supervisor so they have trust issues

September 17, 2020 2:39 PM from Cindy Thomas to everyone: if you aren't sitting with someone right now, take this back and practice with a teammate

September 17, 2020 2:39 PM from Cheryl Lord-Hernandez to everyone: Empathy--eye contact, listening, compassion, presence.

September 17, 2020 2:41 PM from Martha Welman to everyone: One challenge as a healthcare leader is that there is so much work that it is hard to calm down and listen/be present.

September 17, 2020 2:41 PM from Cindy Thomas to everyone: being completely present takes practice to not multitask or be distracted and focus on the conversation at hand - I practice this every day

September 17, 2020 2:41 PM from Jean Cobb to everyone: don't interrupt, reflect

September 17, 2020 2:41 PM from Clay Nelson to everyone: I always say Empathy, not sympathy. It allows me to listen and make decisions by the facts and problems and not make decisions off emotion.

September 17, 2020 2:41 PM from Vincent Filanova to everyone: Eye contact

September 17, 2020 2:41 PM from Cindy Thomas to everyone: ----what does it mean to actively listen-----

September 17, 2020 2:41 PM from Toni Maddox to everyone: focus on person

September 17, 2020 2:41 PM from Michelle Preston to everyone: dont listen to reply listen with the question what am i listening for

September 17, 2020 2:41 PM from Jacqueline Champion to everyone: dont interrupt

September 17, 2020 2:41 PM from Kirk Palmer to everyone: Keep mouth shut and ears open

September 17, 2020 2:42 PM from Cindy Arbanovella to everyone: be present, ask questions, eye contact

September 17, 2020 2:42 PM from BRENDA THANEL to everyone: engage with them

September 17, 2020 2:42 PM from Diane Ramos to everyone: nod head

September 17, 2020 2:42 PM from Nancy Buxser to everyone: repeat wht you have heard

September 17, 2020 2:42 PM from Allison Kane to everyone: less talking, eye contact, ask questions

September 17, 2020 2:42 PM from Tina McConnell to everyone: Don't do anything else while you are listening.

September 17, 2020 2:42 PM from Scharla Baker to everyone: be present in the conversation, ask clarifying questions if you don't understand what they are trying to convey

September 17, 2020	2:42 PM	from Hilda Ochoa to everyone:	to not respond or think of response while someone is speaking
September 17, 2020	2:42 PM	from Janna Gardner to everyone:	Eye to eye contact with no verbal interruption.
September 17, 2020	2:42 PM	from Jennifer Du Mond to everyone:	Don't interrupt, and reflect back what you hear
September 17, 2020	2:42 PM	from Wendy Gonzalez to everyone:	listen first, then speak
September 17, 2020	2:42 PM	from Terry Pina to everyone:	Do not allow distractions from conversation
September 17, 2020	2:42 PM	from Brandi Peres to everyone:	listen to understand... my challenge. Head nods, don't multitask.
September 17, 2020	2:42 PM	from Nancy Buxser to everyone:	ask questions
September 17, 2020	2:42 PM	from Jean Cobb to everyone:	small mouth, big ears
September 17, 2020	2:42 PM	from Suzan Shakhshir to everyone:	restating in your own words to show you understand what the other person is saying
September 17, 2020	2:42 PM	from Vincent Filanova to everyone:	Don't think of a response while the other person is talking
September 17, 2020	2:42 PM	from Ellen Rielag to everyone:	remove distractions, focus on them and really listen to them
September 17, 2020	2:42 PM	from Wendy Gonzalez to everyone:	@jean i like
September 17, 2020	2:42 PM	from Leah VanHam to everyone:	Don't listen to formulate your answer, listen to understand
September 17, 2020	2:42 PM	from Claudia Sanchez to everyone:	Engage, ask questions, paraphrase what you took from that conversation
September 17, 2020	2:42 PM	from Sandra Ramirez to everyone:	eye contact, mirroring facial expression and when it's your time to respond...ask follow ups
September 17, 2020	2:42 PM	from Cindy Thomas to everyone:	@leah absolutely!
September 17, 2020	2:43 PM	from Kirk Palmer to everyone:	Men tend to do this
September 17, 2020	2:43 PM	from Krystal Heath to everyone:	To give your full attention to who is talking to you. Also actively listening. Ask for understanding. Give feedback when needed.
September 17, 2020	2:43 PM	from Tina McConnell to everyone:	Ask if that person needs your help solving a problem or just needs to vent. This changes how I listen.
September 17, 2020	2:43 PM	from Scharla Baker to everyone:	egg

September 17, 2020	2:43 PM	from Wendy Gonzalez to everyone:	ego
September 17, 2020	2:43 PM	from Janna Gardner to everyone:	Pride
September 17, 2020	2:43 PM	from Toni Maddox to everyone:	embarrsed
September 17, 2020	2:43 PM	from Tami Fraser to everyone:	Pride
September 17, 2020	2:43 PM	from ashley douthart to everyone:	fear of failure
September 17, 2020	2:43 PM	from Cindy Thomas to everyone:	what stops us from admitting mistakes-----
September 17, 2020	2:43 PM	from Cindy Arbanovella to everyone:	fear and pride
September 17, 2020	2:43 PM	from Marc Mackey to everyone:	afraid of reprecussions
September 17, 2020	2:43 PM	from Eric Medina to everyone:	some peopel cant be wrong,
September 17, 2020	2:43 PM	from Martha Welman to everyone:	Fear
September 17, 2020	2:43 PM	from Toni Moore to everyone:	Don't want to look foolish
September 17, 2020	2:43 PM	from Blanca Pena to everyone:	vulnerability
September 17, 2020	2:43 PM	from Jacqueline Champion to everyone:	interrupting
September 17, 2020	2:43 PM	from Jennifer Du Mond to everyone:	appearing weak
September 17, 2020	2:44 PM	from Diane Ramos to everyone:	pride
September 17, 2020	2:44 PM	from Tina McConnell to everyone:	Don't want to be seen as lacking knowledge
September 17, 2020	2:44 PM	from Hina Sheth to everyone:	fear of losing respect
September 17, 2020	2:44 PM	from Krystal Heath to everyone:	I agree with the Pride
September 17, 2020	2:44 PM	from Allison Kane to everyone:	pride, embarrassment, perfection
September 17, 2020	2:44 PM	from Eric Medina to everyone:	cutlure
September 17, 2020	2:44 PM	from Erika Clarke-Henry to everyone:	fear
September 17, 2020	2:44 PM	from Terry Langston to everyone:	ego, false sense of who we are,
September 17, 2020	2:44 PM	from Eric Medina to everyone:	culture
September 17, 2020	2:44 PM	from Jean Cobb to everyone:	yes! all of this

September 17, 2020	2:44 PM	from Eleni Manousogiannakis to everyone:	Being told I'm disingenous
September 17, 2020	2:44 PM	from Vincent Filanova to everyone:	All of the above
September 17, 2020	2:44 PM	from Kirk Palmer to everyone:	your the boss
September 17, 2020	2:44 PM	from Krystal Heath to everyone:	Fear of not having the answer
September 17, 2020	2:44 PM	from DANITA PERRY to everyone:	1 MD really does take responsibility and admit when she is wrong
September 17, 2020	2:44 PM	from Ariel Cooper to everyone:	Fear of people loosing trust in you
September 17, 2020	2:44 PM	from Sandra Ramirez to everyone:	being skeptical and pbvious about it
September 17, 2020	2:45 PM	from Kirk Palmer to everyone:	good leaders will have the courage to say that they were wrong
September 17, 2020	2:45 PM	from Cindy Thomas to everyone:	-----soliciting feedback -----
September 17, 2020	2:46 PM	from Allan Mingus to everyone:	how do you guage your own communication with staff/others so that you can improve (you may think your good at it, but....)
September 17, 2020	2:46 PM	from Brandi Peres to everyone:	Great question Allan
September 17, 2020	2:46 PM	from Terry Langston to everyone:	Patty, the challenge sometimes is that people dont want to give it, especially good feedback
September 17, 2020	2:46 PM	from Allison Kane to everyone:	Great question Allan
September 17, 2020	2:46 PM	from BRENDA THANEL to everyone:	Some staff don't feel there comments aren't addressed so they don't like to give feedback
September 17, 2020	2:46 PM	from Allison Kane to everyone:	how to evaluate our own communication with others, great
September 17, 2020	2:46 PM	from Jean Cobb to everyone:	tips for asking for feedback without seemig like you are asking for their reassurance?
September 17, 2020	2:46 PM	from Anitra Walker to everyone:	How do you ask for feedback constantly without appearing like you don't know what you're doing?
September 17, 2020	2:46 PM	from Wendy Gonzalez to everyone:	360 evaluations
September 17, 2020	2:47 PM	from Brandi Peres to everyone:	Yes i want feedback from my staff too

September 17, 2020 2:47 PM from Jennifer Du Mond to everyone: YES - culture of candidness

September 17, 2020 2:47 PM from Martha Welman to everyone: I think you need a strong foundation relationship before these conversations can happen

September 17, 2020 2:47 PM from Cindy Thomas to everyone: if you were me, what is one thing you would do differently?

September 17, 2020 2:47 PM from Scharla Baker to everyone: culture of KIND candor is the key....feedback with kindness

September 17, 2020 2:48 PM from Jennifer Granger to everyone: staff needs to see that you act on feedback, otherwise they won't bother

September 17, 2020 2:48 PM from DANITA PERRY to everyone: frequent, transparent communication would be appreciated

September 17, 2020 2:48 PM from Terry Pina to everyone: Be a straight shooter

September 17, 2020 2:48 PM from Jean Cobb to everyone: be consistent

September 17, 2020 2:48 PM from Cindy Thomas to everyone: -----being authentic----

September 17, 2020 2:48 PM from Vicki Odum to everyone: Embrace vulnerability

September 17, 2020 2:48 PM from Tina McConnell to everyone: be real, be grounded

September 17, 2020 2:48 PM from Allison Kane to everyone: just be you, not anyone else, vulnerability

September 17, 2020 2:49 PM from Terry Pina to everyone: say what you mean and mean what you say

September 17, 2020 2:49 PM from Ariel Cooper to everyone: Being ready to learn, ask for input

September 17, 2020 2:49 PM from Ana Rangel to everyone: have a great attitude

September 17, 2020 2:49 PM from Martha Welman to everyone: Give the ego a rest and just be honest

September 17, 2020 2:49 PM from Katie Bandtlow to everyone: Open up and have honest conversations

September 17, 2020 2:49 PM from Wendy Gonzalez to everyone: my kids say imposter :)

September 17, 2020 2:50 PM from Jennifer Du Mond to everyone: How can we foster a culture where people are more likely to respond to the request for feedback? It feels like pulling teeth! Even when it's open ended... thinking particularly of workgroups with people outside the organization

September 17, 2020 2:50 PM from Brandi Peres to everyone: Sorry audio is poor

September 17, 2020 2:50 PM from Cheryl Lord-Hernandez to everyone: "Poser!" That is from the 80's. It's back!

September 17, 2020 2:50 PM from Scharla Baker to everyone: Also be aware that as a leader, folks are always watching you and looking at you to set an example

September 17, 2020 2:51 PM from Cindy Thomas to everyone: ---observing ----

September 17, 2020 2:51 PM from Wendy Gonzalez to everyone: same here @brandi

September 17, 2020 2:51 PM from Cindy Thomas to everyone: what does it mean to observe?

September 17, 2020 2:51 PM from Wendy Gonzalez to everyone: listen with your eyes

September 17, 2020 2:51 PM from Terry Pina to everyone: To see the good things as well as the problems

September 17, 2020 2:51 PM from Toni Maddox to everyone: pay attention

September 17, 2020 2:51 PM from Brandi Peres to everyone: it helps to observe and gather details on how others communicate so you can adjust your skills

September 17, 2020 2:51 PM from DANITA PERRY to everyone: introspection

September 17, 2020 2:51 PM from Danielle Larranaga to everyone: watch facial and body expressions

September 17, 2020 2:51 PM from Jennifer Du Mond to everyone: Opens you up to the questions you didn't ask

September 17, 2020 2:51 PM from Tina McConnell to everyone: Watch, not do. Be silent; don't lecture. Don't force your way on them.

September 17, 2020 2:51 PM from Ariel Cooper to everyone: Take a breath, take in the big picture of what is happening around you

September 17, 2020 2:51 PM from Vicki Odum to everyone: gain information

September 17, 2020 2:51 PM from Sandra Ramirez to everyone: sit back, stay quiet, actively listen, and let team innovate, share and create.

September 17, 2020 2:51 PM from Terry Pina to everyone: see potential for greater things

September 17, 2020 2:51 PM from Scharla Baker to everyone: trying to see things from multiple angles/perspectives

September 17, 2020 2:51 PM from Vincent Filanova to everyone: Watch how the others communicate and WHO they mostly communicate with

September 17, 2020 2:51 PM from Jean Cobb to everyone: You can communicate better because you have observed what type of state the person is in, how they react to things

September 17, 2020	2:51 PM	from Ariel Cooper to everyone:	Acknowledge what is happening without you driving
September 17, 2020	2:52 PM	from Claudia Aroni to everyone:	Body language is a high % of communication
September 17, 2020	2:52 PM	from Krystal Heath to everyone:	A person can be saying one thing with their mouth and their body is saying something else
September 17, 2020	2:52 PM	from Edward Schelb (privately):	Is the audio rough on your end?
September 17, 2020	2:52 PM	from Cindy Thomas to Edward Schelb (privately):	is her audio choppy to you?
September 17, 2020	2:52 PM	from Brandi Peres to everyone:	Thats me... i just get excited lol
September 17, 2020	2:52 PM	from Cindy Thomas to Edward Schelb (privately):	yes - would turning video off help?
September 17, 2020	2:52 PM	from Edward Schelb (privately):	Let's try that
September 17, 2020	2:53 PM	from Dianna Grundhauser to everyone:	These are all great suggestions, but made even more difficult now with so many working remotely. Suggestions how to observe then?
September 17, 2020	2:53 PM	from Brandi Peres to everyone:	Dianna that is where i struggle
September 17, 2020	2:53 PM	from Cindy Thomas to Patty Wyatt (privately):	try turning your video off - audio is a little choppy
September 17, 2020	2:53 PM	from Rose Skupeika to everyone:	I lost her
September 17, 2020	2:54 PM	from Dianna Grundhauser to everyone:	Brandi - yes because we don't "see" each other
September 17, 2020	2:54 PM	from Brandi Peres to everyone:	Sometimes the virtual meetings are silent... i need help to make them more interactive
September 17, 2020	2:54 PM	from Brandi Peres to everyone:	I still have you here
September 17, 2020	2:54 PM	from DANITA PERRY to everyone:	i hear you
September 17, 2020	2:54 PM	from Michelle Preston to everyone:	I can hear you
September 17, 2020	2:54 PM	from Cheryl Lord-Hernandez to everyone:	I can hear her.
September 17, 2020	2:54 PM	from Kim Ledda to everyone:	I still hear you
September 17, 2020	2:54 PM	from Ana Rangel to everyone:	I can still hear

September 17, 2020 2:54 PM from Terry Pina to everyone: I can hear you

September 17, 2020 2:54 PM from Janna Gardner to everyone: we can hear you.

September 17, 2020 2:54 PM from Wendy Gonzalez to everyone: i hear you. voice is choppy

September 17, 2020 2:54 PM from Sarah Oh MPH RDN CLE to everyone: haha!

September 17, 2020 2:54 PM from Kate Turvin to everyone: I still can't understand her

September 17, 2020 2:54 PM from Clay Nelson to everyone: I can hear you

September 17, 2020 2:54 PM from Yesenia Robles to everyone: I can hear you

September 17, 2020 2:54 PM from Cindy Thomas to Edward Schelb (privately): it's better - not perfect but better

September 17, 2020 2:54 PM from Brandi Peres to everyone: These trainings are being recorded correct? I would love to go over this again and review the chats.

September 17, 2020 2:55 PM from Cindy Thomas to everyone: 21 days - create a questioning culture

September 17, 2020 2:55 PM from Terry Pina to everyone: emphasis on questions and not assumptions

September 17, 2020 2:55 PM from Cindy Thomas to everyone: @Brandi - yes they are recorded and will be available in a few weeks

September 17, 2020 2:55 PM from Brandi Peres to everyone: Great thank Cindy

September 17, 2020 2:55 PM from Nancy Buxser to everyone: ask, listen and don't judge

September 17, 2020 2:55 PM from Vincent Filanova to everyone: Always ask for input: in emails , texts , meetings

September 17, 2020 2:55 PM from Eleni Manousogiannakis to everyone: Questions are great, if only they are received as being curious rather than accusatory

September 17, 2020 2:56 PM from Ariel Cooper to everyone: Curiosity expands the depth and context of our work

September 17, 2020 2:56 PM from Cheryl Lord-Hernandez to everyone: Because being curious is less judgemental.

September 17, 2020 2:56 PM from Michelle Preston to everyone: allows you to better understand and include ideas

September 17, 2020 2:56 PM from Katie Bandtlow to everyone: It's important to understand why things are the way they are now to know what can be changed in the future

September 17, 2020	2:56 PM	from Cindy Thomas to everyone:	why is curiosity important
September 17, 2020	2:56 PM	from Ariel Cooper to everyone:	Curiosity sparks innovation and problem solving
September 17, 2020	2:57 PM	from Rosalie Candelario to everyone:	Gives us the perspective of others
September 17, 2020	2:57 PM	from Terry Pina to everyone:	Questions inspire new thoughts and different perspectives
September 17, 2020	2:57 PM	from Vincent Filanova to everyone:	Call yourself out and state at meetings: ask me a question , if I don't know I will find out for you. It ok for us to ask for questions and not know the answers. That's how we move forward
September 17, 2020	2:57 PM	from Wendy Gonzalez to everyone:	curiosity promotes open communication
September 17, 2020	2:57 PM	from Allison Kane to everyone:	One thing I've heard is that curiosity is the gateway to opportunity
September 17, 2020	2:57 PM	from Cindy Thomas to everyone:	as a leader it is great to solicit ideas from your team --- you don't have to choose to implement it --- but let them be heard
September 17, 2020	2:58 PM	from Terry Pina to everyone:	Being curious can uncover issues that should be addressed
September 17, 2020	2:58 PM	from Suzette Ansay to everyone:	Encourage people to find "better ways" to do things instead of "this is how we've always done it"
September 17, 2020	2:58 PM	from Cindy Thomas to everyone:	-----set clear goals----- ---
September 17, 2020	2:58 PM	from Cindy Thomas to everyone:	how are we delivering a "WOW"
September 17, 2020	2:59 PM	from Dianna Grundhauser to everyone:	Some people do not respond to others curiosity well - in fact are resistant. - How do you encourage communication with other managers in departments you work with?
September 17, 2020	2:59 PM	from Cindy Thomas to everyone:	google SMART goals for more info if interested
September 17, 2020	2:59 PM	from Cindy Thomas to everyone:	encourage a culture of listening and questioning
September 17, 2020	2:59 PM	from Cindy Thomas to everyone:	what one word comes to mind?
September 17, 2020	2:59 PM	from Dianna Grundhauser to everyone:	Buy-in

September 17, 2020	3:00 PM	from Christine States to everyone:	listening to hear, not to respond
September 17, 2020	3:00 PM	from Terry Langston to everyone:	active, open, encouraging discussions
September 17, 2020	3:00 PM	from Brandi Peres to everyone:	transparency, trust, buy in, confidence
September 17, 2020	3:00 PM	from Suzette Ansay to everyone:	Approachable
September 17, 2020	3:00 PM	from Wendy Gonzalez to everyone:	listen to understand
September 17, 2020	3:00 PM	from Norma Antomattei to everyone:	Can you repeat the name of the book?
September 17, 2020	3:00 PM	from Cindy Thomas to everyone:	book - 7 habits of highly effective people
September 17, 2020	3:00 PM	from Vincent Filanova to everyone:	Buy in from the team is the key
September 17, 2020	3:01 PM	from Norma Antomattei to everyone:	Thanks
September 17, 2020	3:01 PM	from Cindy Thomas to everyone:	https://www.franklincovey.com/the-7-habits.html
September 17, 2020	3:02 PM	from Cindy Thomas to everyone:	-----effective questioning-----
September 17, 2020	3:02 PM	from Cindy Thomas to everyone:	page 6 in the workbook
September 17, 2020	3:04 PM	from Eleni Manousogiannakis to everyone:	For me it's difficult to accept that my staff want me to accomodate to their communication syle and preference but don't acknowledge that it's a two way street
September 17, 2020	3:05 PM	from Rose Skupeika to everyone:	YES!!
September 17, 2020	3:05 PM	from Terry Langston to everyone:	yes
September 17, 2020	3:05 PM	from Martha Welman to everyone:	yep
September 17, 2020	3:06 PM	from Rosalie Candelario to everyone:	Yes
September 17, 2020	3:07 PM	from Terry Pina to everyone:	Had to be probing just this week when I found my direct report crying in her office
September 17, 2020	3:07 PM	from Jennifer Du Mond to everyone:	But what if Martha is tired and doesn't want to talk anymore because she's an introvert and recharges on their own?? How do you get the conversation going when they aren't tired?
September 17, 2020	3:07 PM	from Cindy Thomas to everyone:	ask a question - follow with 3 open-ended and probing questions

September 17, 2020 3:07 PM from Martha Welman to everyone: OK I'm going to try this with my teenage daughter who doesn't often leave her room

September 17, 2020 3:08 PM from Cindy Thomas to everyone: workbook page 6 - practice with a teammate or partner - heck, even your dog!

September 17, 2020 3:09 PM from Martha Welman to everyone: He's not telling...

September 17, 2020 3:09 PM from Cindy Thomas to everyone: dont' leave yet - we will answer some questions and do some action planning - more to come!

September 17, 2020 3:09 PM from Caryn McHarney-Brown to everyone: Sorry-I am not seeing the workbook link

September 17, 2020 3:10 PM from Cindy Thomas to everyone: if you didn't receive the materials yet, go to: <https://conferences.nachc.org/nachc/articles/3498/view>

September 17, 2020 3:10 PM from Edward Schelb to everyone: <https://cdn1.digitellinc.com/uploads/nachc/articles/7fa35ff43f70943138e37b433737fdbd.pdf>

September 17, 2020 3:11 PM from Jean Cobb to everyone: tips on soliciting feedback without seeming like you are seeking reassurance or fishing for compliments?

September 17, 2020 3:12 PM from Scharla Baker to everyone: Thank you for being an engaging facilitator!

September 17, 2020 3:12 PM from Brandi Peres to everyone: Thank you so much!!!!

September 17, 2020 3:12 PM from Terry Pina to everyone: @Lisa I hear you!

September 17, 2020 3:12 PM from Thuy Quan to everyone: how do i deal with my leaders who asking lots of questions

September 17, 2020 3:12 PM from Sandra Ramirez (privately): Thank you!

September 17, 2020 3:12 PM from Jana Kantor to everyone: tips on "teaching" or guiding someone on how to give feedback

September 17, 2020 3:12 PM from Scharla Baker to everyone: @ Naureen read Humble Inquiry

September 17, 2020 3:12 PM from Patty Wyatt to everyone: pattylynnwyatt@gmail.com

September 17, 2020 3:13 PM from Rachelle Garbin to everyone: How do you deal with someone who fishes for negativity?

September 17, 2020 3:13 PM from Wendy Gonzalez to everyone: Sample leadership eval questions for feedback on how they see you?

September 17, 2020 3:13 PM from Michelle Preston to everyone: walk them through it and say lets talk about what happened and how is your current situation is the same as when you

didn't have trust and how is it different and then discuss how those similarities and differences can build trust

- September 17, 2020 3:14 PM from Jean Cobb to everyone: what is 360 eval?
- September 17, 2020 3:14 PM from Brandi Peres to everyone: survey monkey
- September 17, 2020 3:14 PM from Jason Wallace to everyone: Can you repeat the % breakdown of communication pie chart again?
- September 17, 2020 3:15 PM from Dianna Grundhauser to everyone: I work hard on good communication with my department, my challenge is engaging other department managers who are resistant.\
- September 17, 2020 3:15 PM from Brenda Aguirre to everyone: check in
- September 17, 2020 3:15 PM from Scharla Baker to everyone: @ Wendy, have a conversation about your perceptions. They may not be aware that is how they are coming across. Create kind awareness.
- September 17, 2020 3:15 PM from Michelle Preston to everyone: @Rachelle shut it down and don't get hooked on it. Call them out on it and tell them you are looking for positivity in your team and how can that be changed for them
- September 17, 2020 3:15 PM from Martha Welman to everyone: I totally agree with the 30 minutes a week meetings. This has transformed my team. I'm a talker and it makes me listen
- September 17, 2020 3:15 PM from Tina McConnell to everyone: Jason...7% verbal; 93% non-verbal
- September 17, 2020 3:15 PM from Michelle Preston to everyone: @jason 7% verbal 38% tone and 55% body language
- September 17, 2020 3:15 PM from Scharla Baker to everyone: Opps I meant @Rachelle
- September 17, 2020 3:15 PM from Rachelle Garbin to everyone: @Michelle Thank you!
- September 17, 2020 3:16 PM from Brandi Peres to everyone: we always do our 1:1 with no video... i will try with video
- September 17, 2020 3:17 PM from Martha Welman to everyone: I use zoom and it works well for 1:1. Very efficient
- September 17, 2020 3:17 PM from Wendy Gonzalez to everyone: @Scharla thank you!
- September 17, 2020 3:17 PM from Rose Skupeika to everyone: Row the Boat!!
- September 17, 2020 3:17 PM from Michelle Preston to everyone: @Brandi our expectation here at all our zoom meetings is video on.

September 17, 2020 3:18 PM from Brandi Peres to everyone: Michelle sometimes its hard with kids at school, it sucks up the data on the servers.

September 17, 2020 3:18 PM from Krystal Heath to everyone: If a member is not comfortable in giving feedback face to face, do you have a survey platform we can use?

September 17, 2020 3:18 PM from Brandi Peres to everyone: or should i say doing school at home

September 17, 2020 3:18 PM from Terry Langston to everyone: what are good strategies for stopping the bullying around communication?

September 17, 2020 3:18 PM from Sandra Ramirez (privately): on my team, we al take directives from ceo but there is no collaboration amonsgt each other

September 17, 2020 3:18 PM from Michelle Preston to everyone: yes, that is true. We arent teleworking for the most part we are in office

September 17, 2020 3:18 PM from Brandi Peres to everyone: @ Terry we just did a bullying training but honestly i would say nip it right away

September 17, 2020 3:19 PM from Jean Cobb to everyone: what are your go to questions during 30 min check ins?

September 17, 2020 3:19 PM from Wendy Gonzalez to everyone: video team/ 1:1 huddles

September 17, 2020 3:20 PM from Michelle Preston to everyone: @Terry set expectations at the beginning of the meeting about allowing others to finish thoughts before replying, no interrupting, positive comments only

September 17, 2020 3:20 PM from Terry Langston to everyone: thank you

September 17, 2020 3:21 PM from Brandi Peres to everyone: How can we encourage our fellow managers to practice these great suggestions?

September 17, 2020 3:22 PM from Brandi Peres to everyone: Thanks Patty this was so helpful!

September 17, 2020 3:22 PM from Dianna Grundhauser to everyone: Mahalo!

September 17, 2020 3:22 PM from Wendy Gonzalez to everyone: THANK YOU

September 17, 2020 3:22 PM from Michelle Preston to everyone: @Brandi ask them what are the advantages and disadvantages of following the suggestions and then discuss the disadvantages to be able to find solutions to them and then there is no excuses to follow them

September 17, 2020 3:23 PM from Brandi Peres to everyone: Great suggestion Michelle!! Thank you!

September 17, 2020 3:23 PM from Cheryl Lord-Hernandez to everyone: I like you, respect you and want you to be successful

September 17, 2020 3:24 PM from Dianna Grundhauser to everyone: that i have a good communication "relationship" with my team

September 17, 2020 3:24 PM from Chris Mikhail to everyone: Continue to work on listening skills

September 17, 2020 3:24 PM from Sandra Ramirez (privately): 3. remove internal commentary

September 17, 2020 3:24 PM from Dianna Grundhauser to everyone: Asking for feedback from other managers

September 17, 2020 3:25 PM from Sandra Ramirez (privately): 3. asking for feedback by incorporating into agenda as last item..eg evaluation

September 17, 2020 3:25 PM from Scharla Baker to everyone: Are these sessions eligible for SHRM credit?

September 17, 2020 3:26 PM from Diomarie Martinez to everyone: Great recomendations! Thanks, let's go to PRACTICE

September 17, 2020 3:27 PM from Dianna Grundhauser to everyone: thank you for offering this program! Looking forward to the next sessions!