

Flip Your Script

5 Ways to Connect with Your Team

Listen to Your Team	Turn on empathy and listen to what is said below the surface of content. Leaders will connect with their team when they understand what is truly <i>meant</i> by their employee's words and they go <i>deeper</i> to understand the emotional message. Leadership can then remove barriers or support actions to carry their team over the finish line.
Reflect What You Heard	We can be better at communication by partnering with the speaker and simply repeating back what you heard in your own words. Confirming meaning is especially useful when you talk about something that is of high importance or high emotion. Really listening to a speaker shows you care as a leader.
Check Assumptions	Be aware that you are making assumptions about a conversation partner's meaning and what they know about a topic. Our brain is constantly filling in missing information with OUR unique experience as a human being. Because your conversation partner's brain is also filling in information from their unique experience, there can be an illusion that communication has occurred. We assume the other person knows what we are thinking, causing rifts in meaning and intention of actions. Unchecked assumptions will create miscommunication.
Develop Relationship	Don't wait for times of feedback, miscommunication, or conflict to work on the relationship. People spend more time at work than they do with their family. One of the biggest mistakes that leadership makes is that they don't invest in their employees as people. I'm not saying that you must be buddy-buddy. But showing care, concern, and valuing their contribution to the organization can help when there is a time of crisis or dispute. Valuing your staff gives relevance to their job. Find out 3 things about your employees outside of work.
Support and Trust	If you micromanage your employees, what is the underlying message? You don't trust them. Really think about what creates trust with you as the supervisor. If there is a need for training, or accountability, be specific about what you need from your team. Ask what is needed from leadership to help the team accomplish their work successfully. Support as needed and give them autonomy.