

September 16, 2015

Speaker: Shelley Kais, President

Kais Systems

“Tribal Judo-Communication Strategies”

Speaker presented communication strategies (belonging) within a group.

She spoke of making a difference by collaborating, communicating, confronting and ultimately giving/receiving recognition. Using the rule of three (Belong, make a difference, and be recognized)

A group with a common ground is considered a tribe. There has to be a tribe leader, an idea or shared interest and a way to communicate. She related the “tribe” to our group. In AGA our common ground is financial management, we have a tribe leader, the president, and we communicate through our monthly meeting. We need to use our group to communicate.

The group participated in a behavior assessment survey. It was a matrix with adjectives that we circled to determine how we view ourselves. The tool can be used to reflect on how we deliver and receive information within a group. Most of the AGA group was in the supportive quadrant. She related how using this tool can make a difference with how we communicate with people and increase effectiveness. We need to be able to recognize communication styles of each other in order to know how each “tribe” member can contribute. Each and every one has something to contribute to the tribe.

“Managers make widgets, but leaders make change”. She encouraged collaboration and communication.

There are several ways to communicate:

Information sharing

Requests

Promises

Sharing oneself

Debating

Decision making

Point proving

The most effective way to communicate is by requests and promises. They both drive results.

She encouraged making a good first impression. It happens in the first 8 seconds. Use eye contact.

She spoke about how one bad apple can cause team performance to drop 30-40%. Several examples of body language and communication were provided.