

# Let's Talk About It!

**DR. ANTHONY O. VANN, MBA, DEI**  
CHIEF FINANCIAL OFFICER  
NORTH CAROLINA DEPARTMENT OF ADULT CORRECTION

# TOPICS:

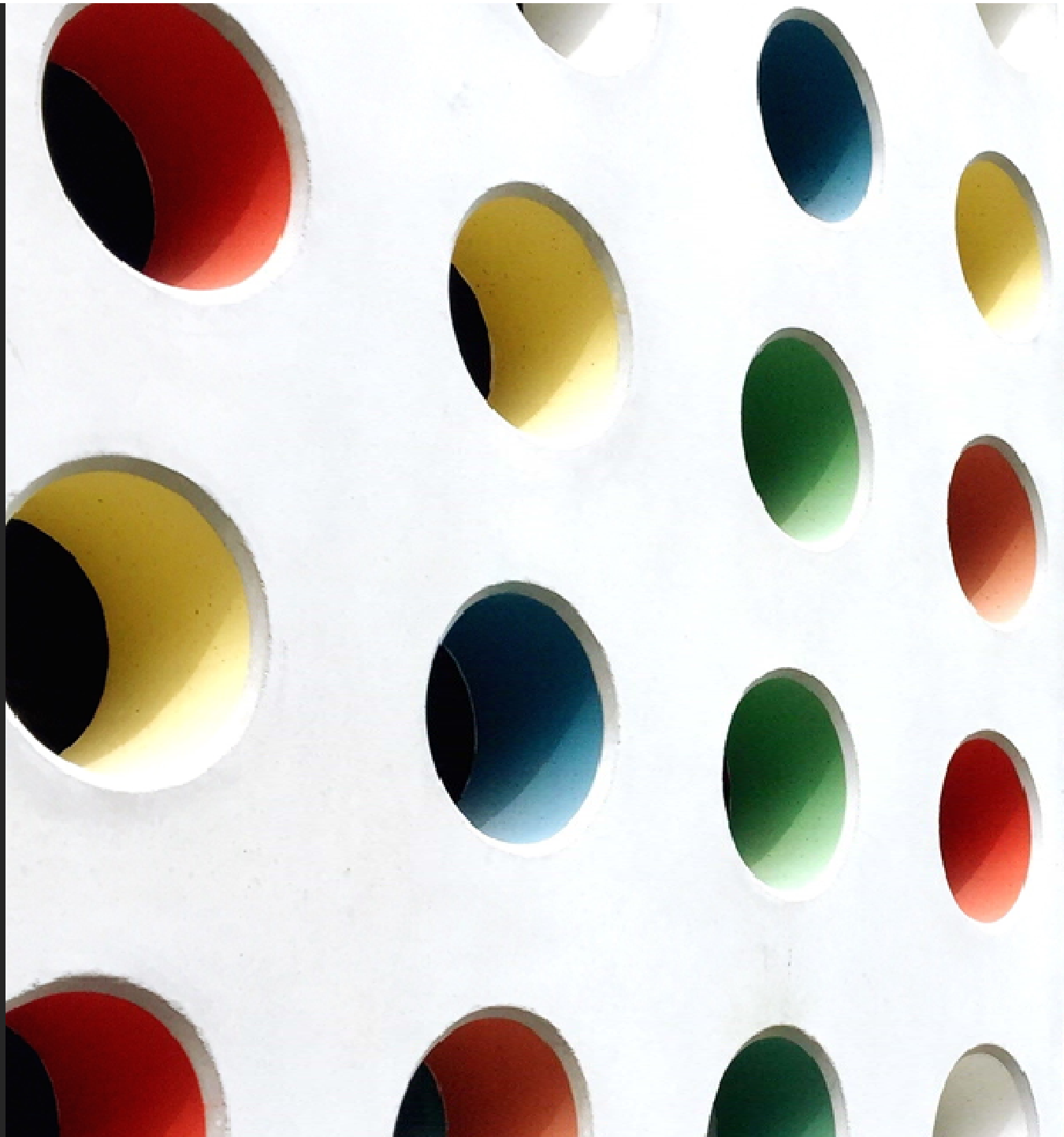
Importance of Communication In  
Work Environment

Diverse Communication Styles

Communication Across Generations

Difficult Conversations....Managing  
Conflict

Reflection Moment



u·ni·ca·tion  
yü-nə-'kā-shən \

process by which  
information is exchanged  
between individuals through  
a common system of  
symbols, signs, or behavior.

Effective communication  
allows us better understand a  
problem or situation and  
enables us to resolve  
conflicts and build trust  
and respect.





# Importance of Good Communication

---

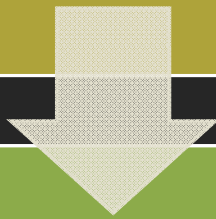
- **Communication is an important skill in any environment with human interactions. This includes the workplace.**
- **In the workplace, good communication isn't just about mitigating conflict (although that's an important benefit of communicating effectively).**





**Many of us are  
Directors,  
Managers or  
Supervisors.....**

**We lead  
individuals!**



Don't think on any  
given day that any of  
you will wake up in the  
morning and say  
"Today I want to be a  
Bad Leader!"

It happens.....

**Bad** Leader



**Good** Leader



less Number of  
ays show that  
oyees define a  
leader by several  
s.....but guess  
two things are  
st always at the  
f the list?



**S  
I  
M  
P  
L  
E**

**They Communicate  
clearly.....**

**They Listen.....**



Think about it....

“As a Leader...the  
way you  

---

communicate is a  
reflection of you!”



Let's Talk About It!



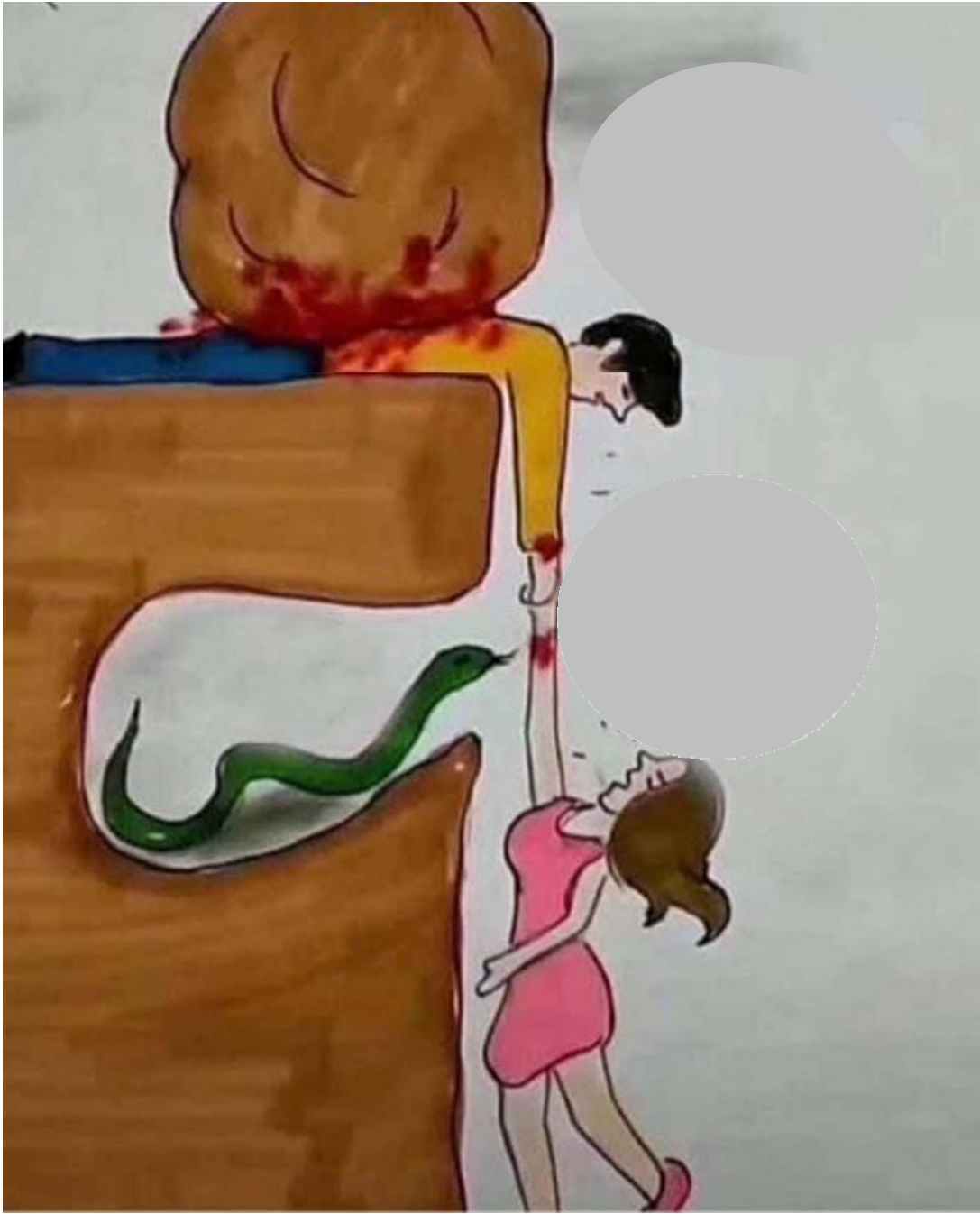


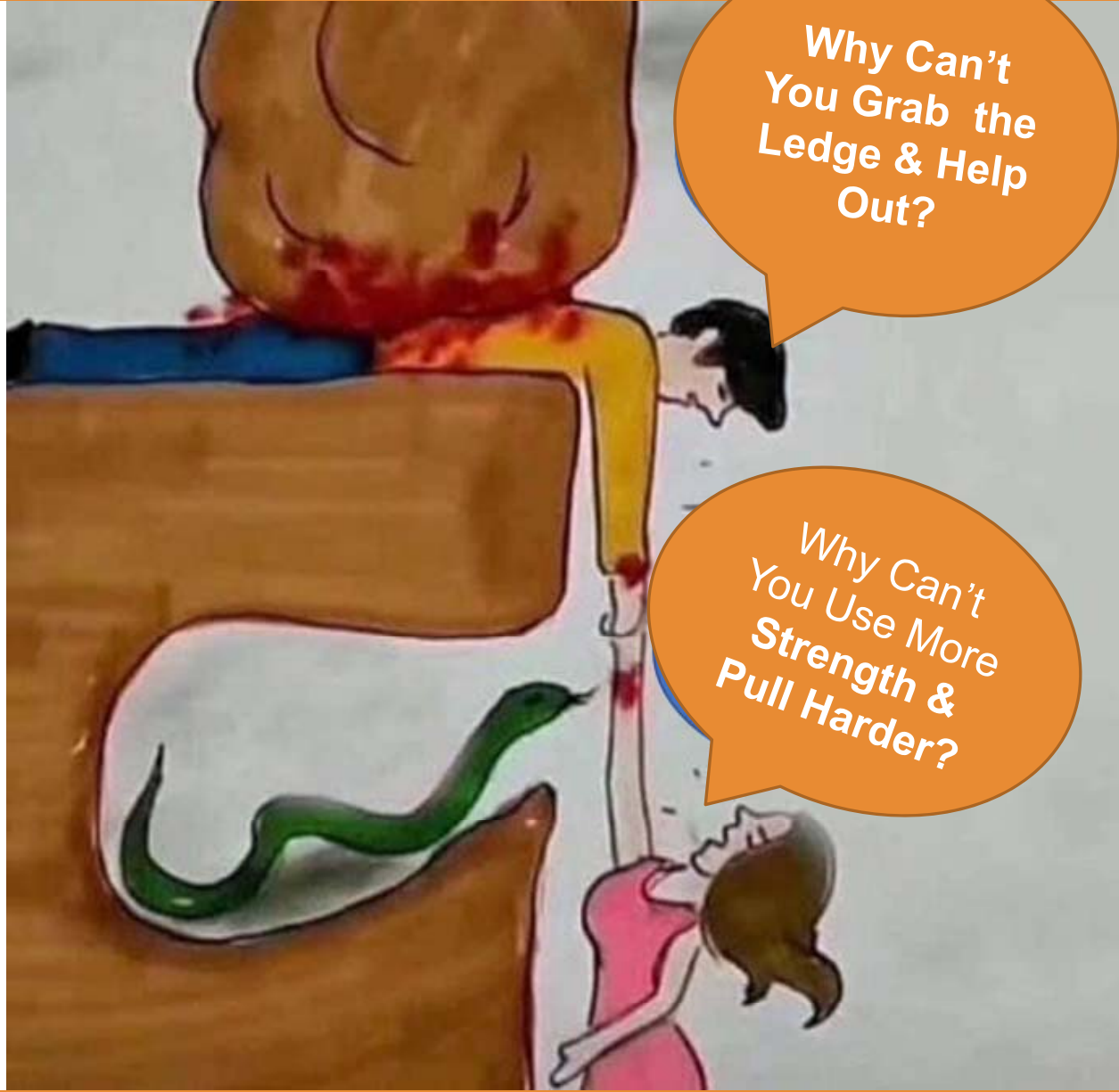


∅ A survey of 400 company organizations with 100,000 employees each cited an average loss per company of \$62.4 million per year because of inadequate communication and between employees

∅ Miscommunication costs companies and organizations with 100 employees an average of \$420,000 per year.

∅ Miscommunication can result in court cases, the inability to retain employees, or the inability to recruit new talent.





Why Can't  
You Grab the  
Ledge & Help  
Out?

Why Can't  
You Use More  
Strength &  
Pull Harder?

# Types of Communication

## Verbal communication

- Face-to-face
- Over the telephone
- Through Skype or zoom
- Chatting with friend and family

## Visual communication

- Image
- Info graphic
- Video
- Visual presentation

## Written communication

- Email
- Report
- Bulletins
- Letter
- Manual
- Telegram

# VERBAL COMMUNICATION



**Verbal communication is the way to go with most things. Good Leaders should use it whenever possible. An active conversation will help you catch things you may have missed in an email.**

- **It's a much easier two-way dialogue**
- **It's great for relationship building**
- **Reduces the risk of miscommunication**
- **It's a quick way to gain feedback**
- **It's a must when resolving issues**









## Mehrabian's Rule

**7%** Verbal Language  
(The Words)

**38%** Vocal Language  
(The Sounds)

**55%** Body Language  
(The Motions)





**Everyone has a communication style which determines how you present yourself to others and how you are perceived by others.**

**75% of the population has a different style than you – not better, not worse, just different. Your communication style affects your ability to connect with others.**

---

- **Being a good communicator requires a high level of self-awareness of your preferred style of communication & an understanding of the style of communication preferred by individuals you communicate with.**
- **We communicate with people everyday, but do we always adjust our communication style to fit the audience or the situation?**
- **If we don't.....This often leads to confusion, misunderstandings and hurt feelings.**



Let's  
Take a Look  
In The  
Mirror

---

Which Communication Style  
Best  
Describes  
You?



alyzer:  
ic/Problem  
g/Methodical

akes Facts & Logic  
refer Policies &  
anning  
rganized  
refers Control over  
aos  
akes Instructions





Director:

*Fast Paced/ Controlling/Go-Getter*

- Objectives & Results Oriented
- Wants to see Productivity
- Often Competitive
- Takes Charge
- Makes Firm Decisions

ocializer

*Center of Attention/ Energetic/Charismatic*

---

Prefers Teamwork

Motivator

Builds Relationships

Nurturing & Sensitive

Usually, a Good Listener



# iator

*People Oriented/ Warm &  
Caring/ Avoid Conflicts*

Friendly & Optimistic  
Enjoys Change &  
Creativity  
Likes Big Ideas  
Adaptable



How Do You  
Communicate  
With  
Various  
Styles?



## Analyzer:

---

- Avoid too much small talk and socializing.
- Go slow and give them time and space to think through.
- Be well-prepared to answer their questions with precise data.
- Put everything down in writing.
- Prefers working alone



tor:

clear, brief, fast, and precise. Be well-  
equipped to provide solutions to their problems.

Avoid the small talk and get down to business.

Highlight key points. Avoid going into too much

Detail their goals and provide options with  
costs and benefits.

Avoid emotional arguments





## Socializer:

- Take time to build a relationship and socialize them.
- Create a fun, lively atmosphere with new and elements.
- Help them make a list of priorities but try to skip unimportant details and boring material.
- After a meeting, be clear about who is going to do what and by when. Put everything down in writing.

nt and show sincere interest in them as a

relationship and learn more about their  
lives before getting down to business.

their fears by clearly explaining how a  
change will benefit them and those around

n and inviting. Focus on their feelings.





IT'S QUIZ TIME!



... “I see both sides....I could go either way

A \*Director  
D \*Relator

B \*Socializer

C \*Analyzer

1. "I see both sides....I could go either way."

A \*Director  
D \*Relator

B \*Socializer

C \*Analyzer

2. “This is how we are going to handle this.....:”

A \*Director  
D \*Relator

B \*Socializer

C \*Analyzer



2. “This is how we are going to handle this.....”

A \*Director  
D \*Relator

B \*Socializer

C \*Analyzer

3. “Do you have this written down somewhere.....”

A \*Director  
D \*Relator

B \*Socializer

C \*Analyzer

“Do you have this written down somewhere.....?”

A \*Director  
D \*Relator

B \*Socializer

C \*Analyzer

4. “Come on team we can do this...I’m All In!!”

A \*Director  
D \*Relator

B \*Socializer

C \*Analyzer

4. “Come on team we can do this...I’m All In!!”

A \*Director  
D \*Relator

B \*Socializer

C \*Analyzer



# Versatility In Communication

---



## **Analyzer**

- \*Be More Flexible...more open minded**
- \*Show concern for other people**
- \*Listen for people's feeling**





## **Director**

**\*Acknowledge different points of view**

**\*Show more patience**

**\*Tone down intensity**

**Pay attention to feelings**



## **Socializer**

- \*Talk less**
- \*Spend more time looking at facts**
- \*Control time and emotion**
- \*Think before you speak**



## Relator

- \*Be less sensitive**
- \*Be willing to take risks**
- \*Say “no” more often**
- \*Let people know what you think**

Good Leader uses  
various styles of  
communication!

---

However, It's  
especially important to  
understand  
your primary style.  
Use during  
difficult times....that  
is the one we usually  
revert to out of habit.



# Communicating Across Generations.....







**When it comes to communication...One Challenge we face in the workforce today is that there are about 5 generations...who all communicate differently!!**

❑ Traditionalist/ Veterans (1922 – 1945)

❑ Baby Boomers (1946 – 1964)

❑ Generation X (1965 – 1980)

❑ Millennials/ Generation Y (1981 – 1996)

❑ Generation Z (1997 – 2010)



## VETERANS

aka *"The Silent Generation"*

76+

3% of Workforce

Defining Moments:

World War II, The Great Depression, rationing, nuclear families, traditional gender roles

Communication Preference:

1. **Most comfortable with a formal communication style**
2. **Values organized layout of communication**
3. **Prefer face-to-face or written communication**
4. **Enjoys staff meetings/in person trainings**
5. **Need larger font/more lighting**
6. **Speak slower/be patient**
7. **Clarify instead of assume**

## by Boomers

57 – 75

33% of Workforce

### Defining Moments:

Cold War, Vietnam War, JFK & MLK assassination, Woodstock, Civil Rights Movement

### Communication Preference:

1. **Most comfortable with face-to-face or telephonic communication**
2. **Appreciate open, direct, and honest interactions**
3. **Work best when presented with detailed comprehensive plans**
4. **OK with email communication, but not believe valuable time is wasted:**
  - ~due to incomplete information in email
  - ~emails sent back and forth (repeated) for hours when a phone call would

Generation X	41-56 28% Very small
Defining Moments:	Gulf Crisis, MTV, Regan & Bill Clinton, high divorce rates, latch key kids (both parents working), Aids epidemic, Crack epidemic, 1 <sup>st</sup> generation to grow up post integration
Communication Preference:	<ol style="list-style-type: none"><li>1. <b>Most comfortable using email as their primary communication tool</b></li><li>2. <b>They have no real desire to engage in face-to-face communication</b></li><li>3. <b>When talk is necessary, they prefer short, informal conversations</b></li><li>4. <b>Details are not necessary</b></li><li>5. <b>Do not like staff meetings</b></li><li>6. <b>Prefer online training</b></li></ol>

**Generation Y/ Millennials  
"The Out Generation"**

**25-40  
36% of Workforce**

**Key Moments:**

9/11, Columbine, Global warming, the financial crisis, "helicopter parents" (hovered over them)

**Communication Preference:**

1. Most comfortable using texting, email and social media as primary communication
2. They grew up in the high-tech era. They are not big with face-to-face communication
3. They value technology and their phone is their phone, it's a high-tech texting/selfie device
4. Prefer SHORT, direct emails and online training
5. Their project approach is different. They start a project later and it may seem disorganized, but, they get it done.
6. Hate to be micromanaged!

Generation Z	24+ *Not enough data
Key Moments:	Terrorism, same-sex marriage, internet, Black President, 1 <sup>st</sup> Female Vice President
Communication Preference:	<ol style="list-style-type: none"><li>1) Virtual or Face to Face. This is the first generation to grow up as digital natives as there was never a time in their lives when smartphones and the internet were not around.</li><li>2) Due to lightning-fast internet speeds during their time, this can influence Gen Z's expectation for rapid responses. They prefer to communicate face-to-face and want upfront and honest conversations.</li></ol>

- ❑ Remember that these preferred communication styles are guidelines, not rules.
- ❑ Perception and stereotypes can result in communication gaps.
- ❑ Ask others what their preferred communication channels are rather than assuming.
- ❑ Be proactive and inform others on the best methods to connect with you.
- ❑ Match the right channel for the message. Phone calls should be used for long, detailed conversations while chat or texting should be saved for informal messages, collaborating and socializing.



What's The Key  
to  
Learning Who  
Who

---

As well as Who  
others Perceive  
you as?



# Listening Master

One  
Clear  
Message

Listening is key to effective working relationships among employees and between management and staff.

Listening can reduce conflict. Conflict usually arises when individuals feel they are not being heard.

It can improve morale and productivity...because you often find out what motivates individuals.

# Having Difficult Conversations

---



# Difficult Conversations

We all had experiences with these kinds of conversations in the past, and they probably didn't go so well.

Maybe your boss lashed out at you during a heated discussion; or your child's report started to cry during a performance review; maybe your partner hung up the phone on you.

Difficult conversations are inevitable....but they can't be avoided!

The key is to learn how to handle them in a way that produces "a better outcome: less pain for you, and less for the person you're talking to.





# Change Your Mindset

## *“Reframe”*

---

When gearing up for a conversation you’ve labeled “difficult,” that is how you will see it. Instead, “Reframe your mindset!”

- *I’m not giving negative performance feedback; I’m having a constructive conversation about development.*
- *I’m not telling my boss: no; I’m offering up an alternate solution.*

# Prepare

&

## ACTICE!!!

own notes and key  
s before your  
versation. *(Not a script)*

your notes simple,  
direct, and neutral.

ice possible  
nses for the different  
the conversation  
go.





# Acknowledge Their Perspective

---

- Never go into the meeting with a “*my-way-the-highway*” attitude.
- Acknowledge and ask the other persons perspective.
- Take time to process the other person’s w  
“I hear you!”
- Keep your cadence slow and pause before responding! Find the right words.

# Something

ck

yourself in their shoes.  
ask yourself ahead of  
while preparing *“Is there  
anything I can give back?”*

reference letter

we look at changing  
hours?

did you think about  
taking an online course?







# Post Reflection

---

Handling a difficult conversation well is not just a skill, it is an act of courage.

- Disarm yourself & breathe.
- “Reflect” and consider what went well and what didn’t.
- Think about why you had certain reactions and what you might have said differently.



# CONCLUSION

ereby gra,  
e of any and all  
rials in

A close-up photograph of a fountain pen nib and the top of the pen barrel. The nib is silver-colored with a fine, multi-lined tip. The barrel is a dark, textured brown. The pen is resting on a document with some faint, partially visible text.

# Let's Talk About It!

---

1) Various Communication Styles

2) Mehrabian Rule

3) Communicating Across Generations

1) Managing Difficult Conversations



.....93% of our  
conversation is  
non-verbal (*Body  
Language & Tone*) it  
more so centers  
around our  
actions.....

**If...As leaders our  
communication  
reflects who we  
are.....**

**What does y  
style of  
communicat  
say abou  
“You”?**

Sometimes those  
“Quality  
Conversations”  
needs to begin  
with you!

---



SELF REFLECT



Anyone  
Recognize  
this,  
Gentleman?

---

**Alfred Nobel**  
inventor of Dynamite!

1888 Alfred Nobel's  
father died....but a  
newspaper published his  
obituary instead. It  
condemned him for  
inventing dynamite and  
said, "The merchant of  
death is dead!"

to leave a better legacy upon his death

# L'Idiotie Quotidienne

Sunday, April 15, 1888

00

## The Merchant of Death is Dead



Dr. Alfred Nobel,  
made a fortune by find-  
ing ways to kill more peo-  
ple faster than ever be-  
fore he died yesterday.





you can imagine  
d was very  
rbed as this would  
e way he would be  
mbered.

nmediately  
led to change his  
ctory!



“People may forget  
what you  
said....but they will  
never forget how  
you made them  
feel!”

Dr. Maya Angelou





's Talk About It!



Dr. Anthony O. Vann  
Chief Financial Officer  
North Carolina Department of Adult Correction  
[Anthony.Vann@dac.nc.gov](mailto:Anthony.Vann@dac.nc.gov)  
919-457-1235