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Communicate to Collaborate

Presenter: Juli Bacon, President



Introduction

What are ways that you think we can improve communication?

Communicate to Collaborate Approach

- Enhances team performance
- Gets the job done right the first time
- Builds happier employees
- Reduces turnover – saving time, money, and frustration





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Activity

- Explanation
- Start
- Compare Results
- Re-run
- Debrief





Training Goals

- Hold conversations that foster trust, alignment, and follow-through
- Build tools for clarity, feedback, conflict, and collaboration
- Leave with phrases and strategies to use immediately





The Role of Intentional Communication

The Cost of Miscommunication

- Miscommunication costs time, money, and trust
- Clear communication builds credibility
- Conversations are your blueprint for collaboration



Intentional Communication

- Why communication matters: teamwork, trust, and accountability
- Common workplace communication breakdowns
- Framing the session: Using words as tools for action and alignment





Seeking Clarity – Especially with Poor Communicators

- "Help me understand..."
- "Can you clarify what you mean by...?"
- "Just to make sure I'm on the same page, are you saying...?"
- "Could you provide an example?"
- "What's the key takeaway from this?"

Activity





Expressing Concerns Respectfully

- “I’d like to share a concern I have about...”
- “I appreciate your perspective; I see it differently.”
- “I’m feeling [emotion] about [situation]—can we discuss solutions?”





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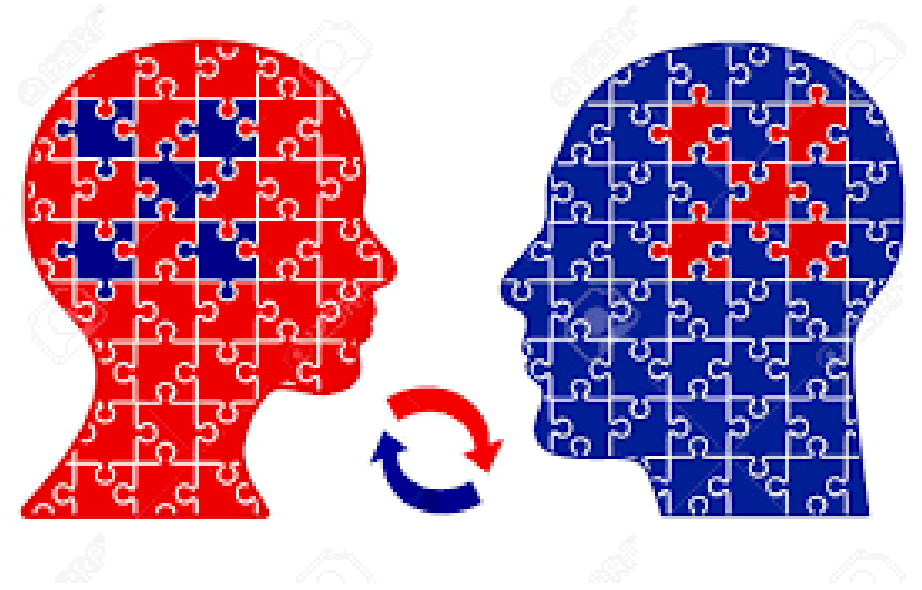
From Frustration to Constructive Concern





Provide Feedback

- "I really appreciate how you [positive action], and I'd love to see more of that."
- "One thing that might make this even better is..."
- "Can I offer a suggestion that might help?"
- "From my perspective, here's what's working well and what might improve."
- "What are your thoughts on how we can refine this?"

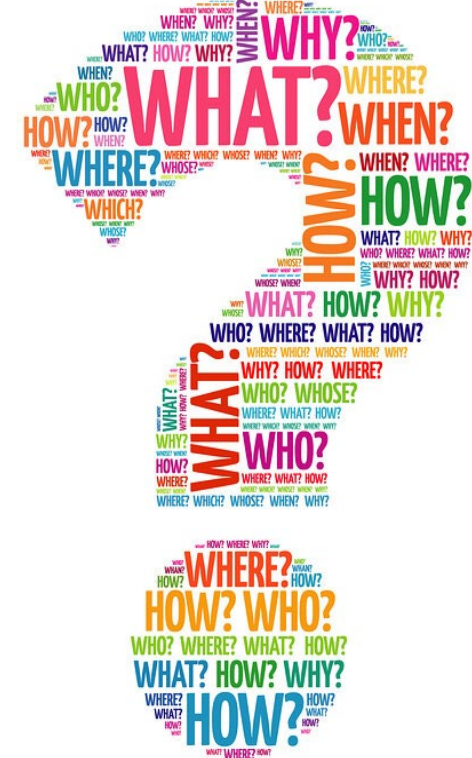


Activity



Asking for Help or Support

- "I could use some help with [task]—do you have time to assist?"
- "I'm struggling with [issue]—do you have any advice?"
- "Would you be open to brainstorming some solutions together?"
- "Who would be the best person to assist with this?"
- "I want to make sure I'm doing this right—could you double-check my approach?"





Managing Conflict

- "I see where you're coming from, and I'd like to find a way to meet in the middle."
- "Let's focus on how we can solve this together."
- "I value our working relationship, so I'd like to understand your perspective better."
- "What outcome would be ideal for both of us?"
- "How can we ensure this doesn't become a problem in the future?"





Encourage Collaboration

- “Let’s combine our ideas and see what works best.”
- “Would a quick check-in help keep us aligned?”
- “How can we leverage each other’s strengths?”





Resetting When Things Go Wrong

Escalating	De-escalating
Continue to argue	Let's pause – I don't think I explained that clearly. Can I try again?
Snapping	I got frustrated just now. I want to restart this conversation the right way.
Raising your voice	Lower your voice
Other?	



Effective Communication to Collaborate



PAY ATTENTION



**SHOW YOU'RE
LISTENING**



**PARAPHRASE
AND REFLECT**



**ASK CLARIFYING
QUESTIONS**



**PROVIDE
FEEDBACK**



Pulling it All Together

- Clarity prevents mistakes
- Respectful concerns maintain trust
- Feedback builds capability
- Asking for help shows collaboration
- Conflict handled well preserves relationships
- Collaboration drives results





Action Commitment

- Think about a past situation where communication didn't go as smoothly as you would have liked. Using the communication drivers and strategies you learned today, reflect on how applying them could have changed the outcome.
- Which phrase or skill from today will you commit to using this week?





QUESTIONS & ANSWERS



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THANK YOU



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