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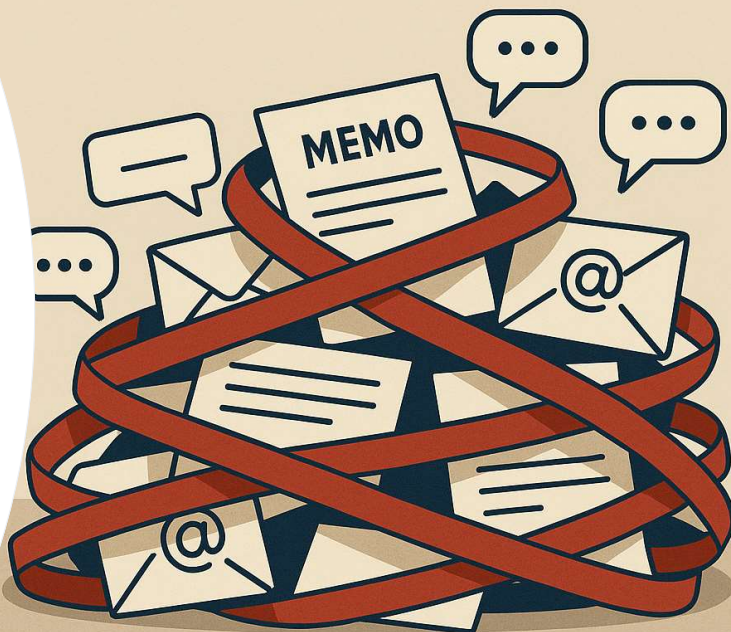
GROUP POLL:

What's the biggest communication challenge on your team right now?

- Misunderstandings / lack of clarity
- Communication overload
- Delayed response or silence
- Too many tools / overwhelm
- Not enough active listening

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When poor communication becomes a cost center



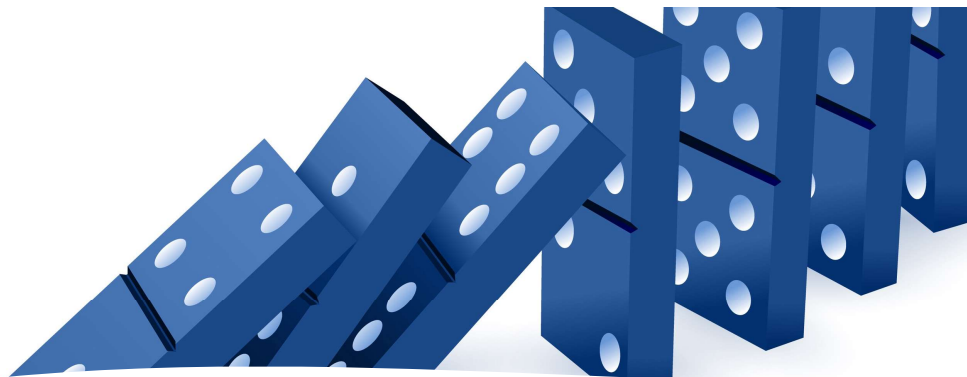
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“The single biggest problem with communication, is the illusion that it has taken place”

-Charles Bernard Shaw



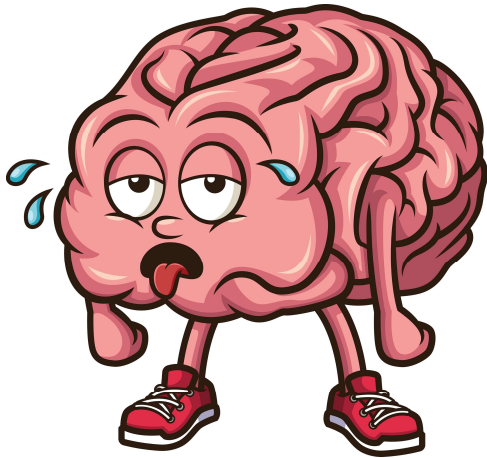
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**Even well-intentioned overcommunication
can do more harm than good.**

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Communication Fatigue Is Real... And Your Brain Is Tired



WORKING MEMORY OVERLOAD
COGNITIVE BOTTLENECK
DEFAULT TO SHALLOW PROCESSING
WE LOSE CONTEXT
DECISION FATIGUE SETS IN

7

-
- 100% of knowledge workers report miscommunication happens weekly
 - 25% report multiple times per DAY
 - Over 50% of professionals experience anxiety over miscommunication



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Work about work
prevents us from
doing work



9


THE COST OF UNCLEAR COMMUNICATION

Have you ever experienced a
time when communication
broke down on your team and
it cost you?



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- Reduced productivity
- Lost business
- High Turnover

A woman with blonde hair, wearing a dark blazer over a white shirt, is shown from the chest up. She has her hands pressed against her temples, looking directly at the camera with a distressed expression. Behind her is a light-colored wall with a red line graph overlaid. The graph shows a sharp decline in the middle section, with a few small peaks and troughs. Above the woman, there are three black pendant lights hanging from the ceiling.

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GROUP POLL:

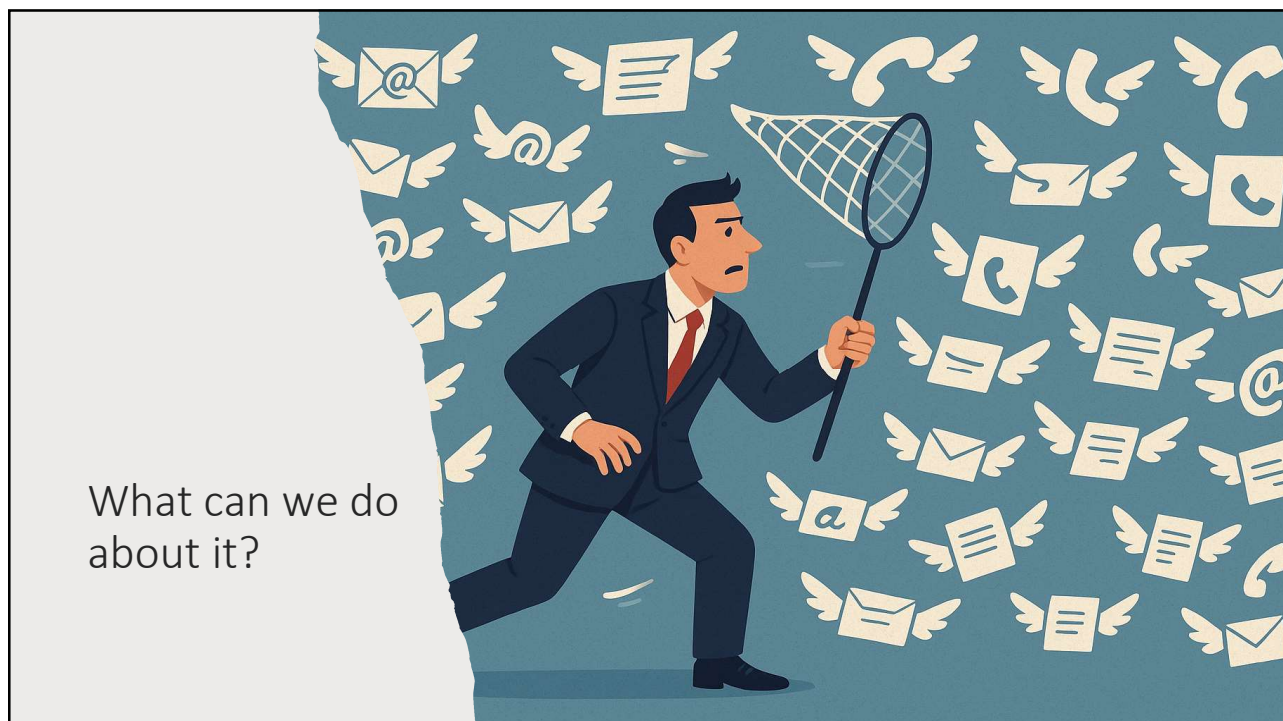
Which of these do you think is the most expensive result of poor communication?

- Reduced productivity
- Lost business or clients
- High turnover

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- Always assume good intention
- Include context
- Take responsibility (both ways)
- Honesty is essential
- Be clear and concise

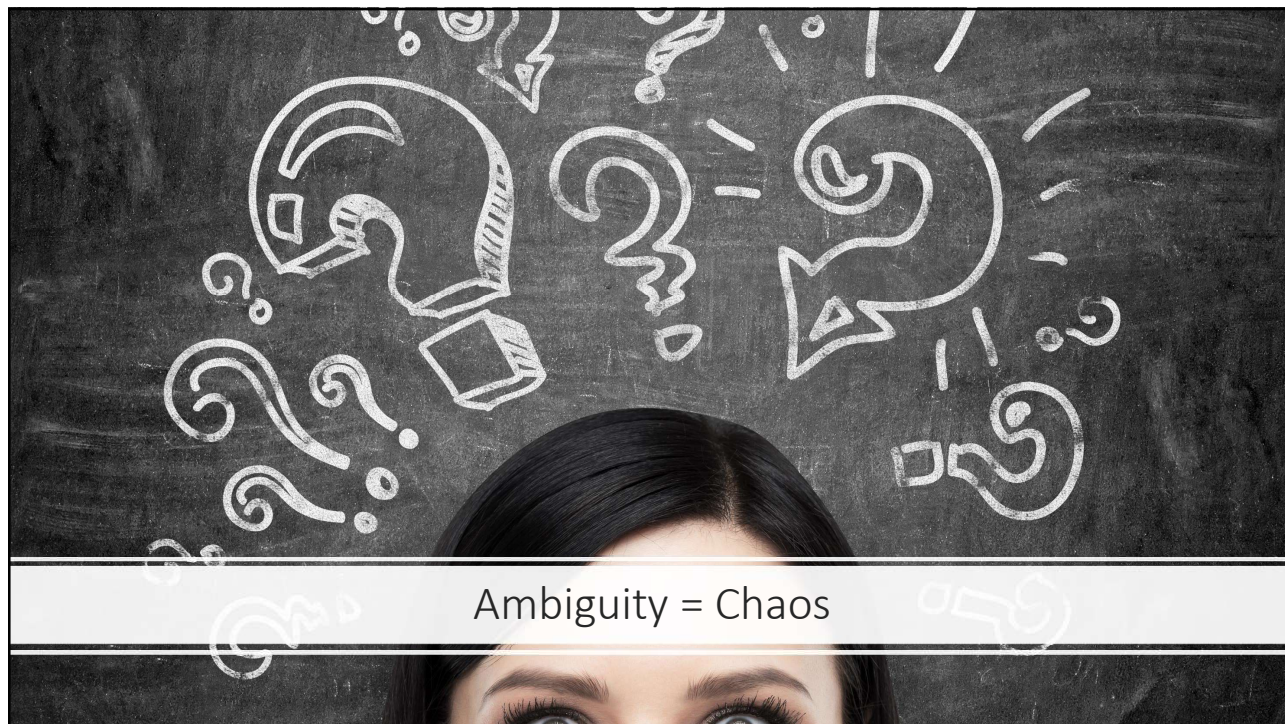
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WHO WHAT WHEN WHY

What's In a plan?

18



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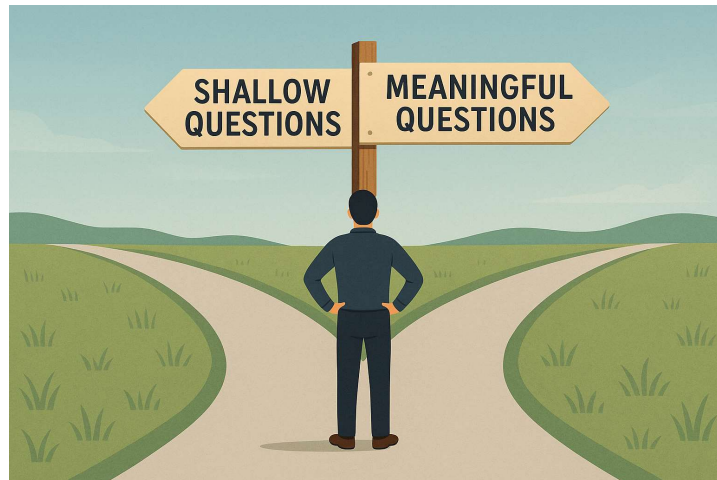
What your plan will do for you

- Reduce delays and confusion
- Faster execution, more informed decisions
- Improved follow through and increased accountability
- Improved trust
- More productive work time



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Step 2:
Learn to Ask
Meaningful
Questions



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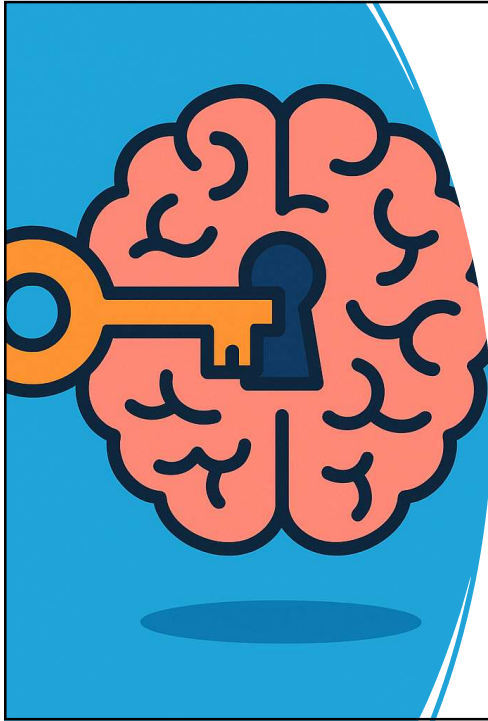
What is a
meaningful
question?



What's a Meaningful Question?

- Open Ended
- Encourages a thoughtful Response
- An opportunity for learning and understanding

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Who wants to try?

Is the client happy?

Are you OK managing your workload?

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When you ask
meaningful
questions

- Uncover challenges, motivations and better solutions
- Spark ideas – better questions = Better insights
- People become more reflective and problem solving improves
- Improve collaboration – through connection instead of assumption
- Avoid costly detours and decision fatigue



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Step 3: LISTEN

No... I mean **REALLY** Listen!



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Practice Level 3 Listening



- **Level 1:** Surface Listening
- **Level 2:** Strategic Listening
- **Level 3:** Listening to understand

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The MYTH of Multi-Tasking

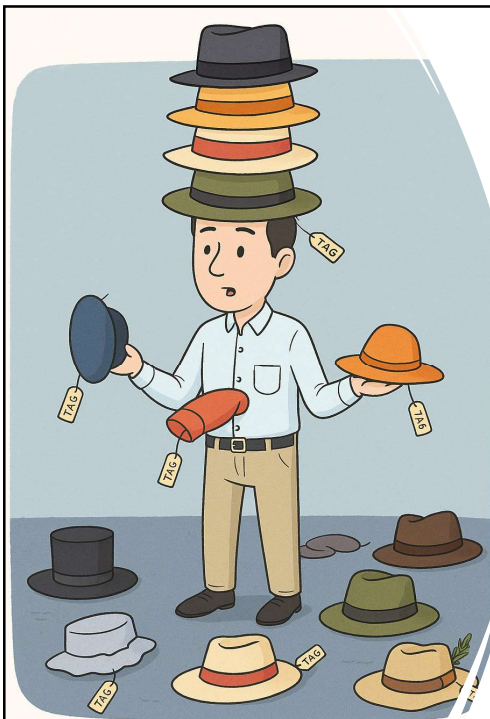
When you multi-task you absorb 40% less than when you are paying full attention



27

You're not doing what you think you're doing!

- Multi-Tasking doesn't exist
- Task Switching is dangerously unproductive



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Loop for understanding

- Wait until a person is finished speaking
- Ask a question
- Repeat back what you heard
- Ask if you are correct

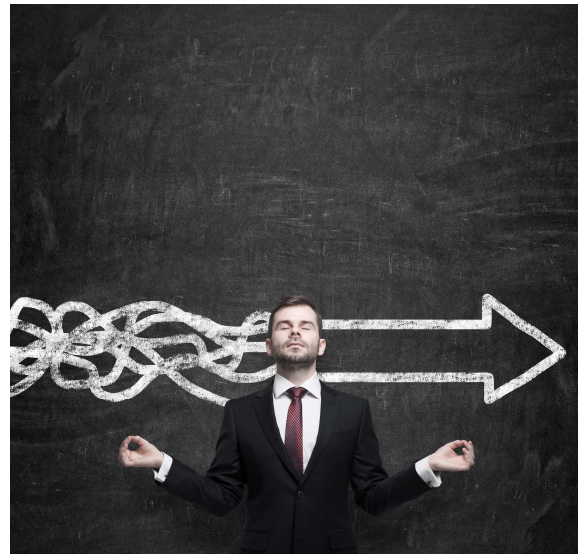


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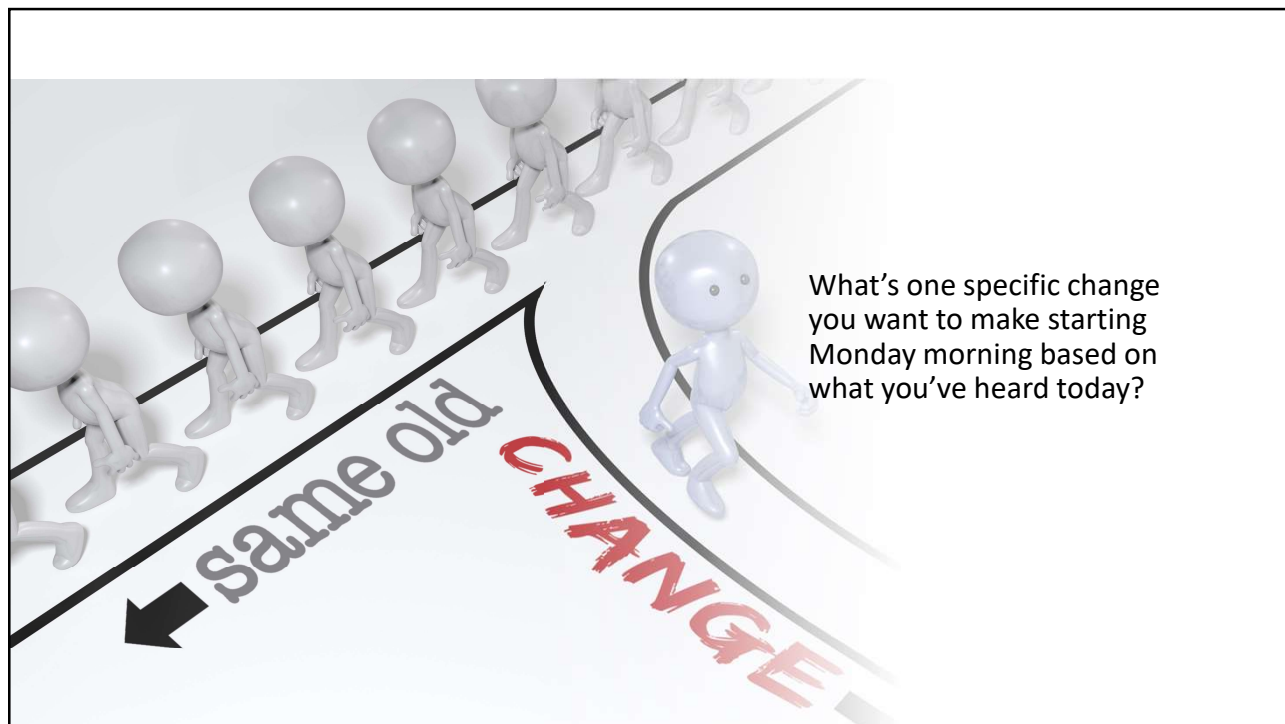
Improved listening will:

- Reduce misunderstandings
- Deepen engagement, reduce mental overload
- Improve performance – action items will be clear
- Build respect and connection.

Ripple effect: Building trust, boosting clarity and energizing the team



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What can you expect?

- Increase Productivity
- Keep and Grow Clients
- Retain and Attract Top Talent

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Connect with me!

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- www.RemoteLeadershipLab.com

