CONNECTED LEADERSHIP

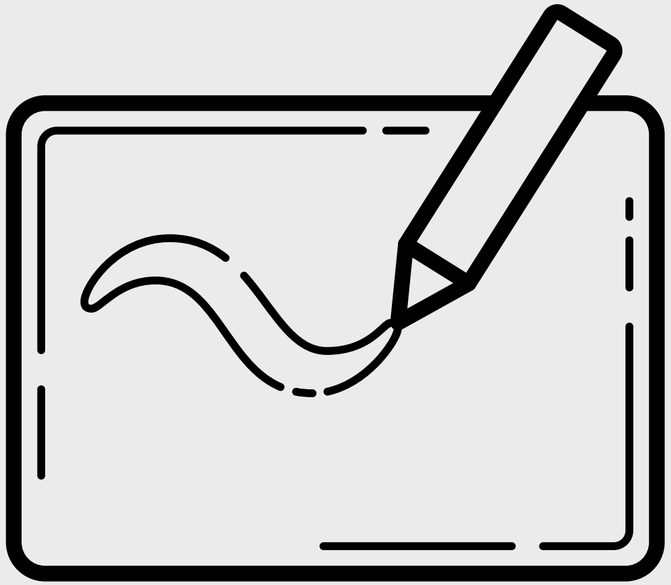
Communication, Teams, and TRUST



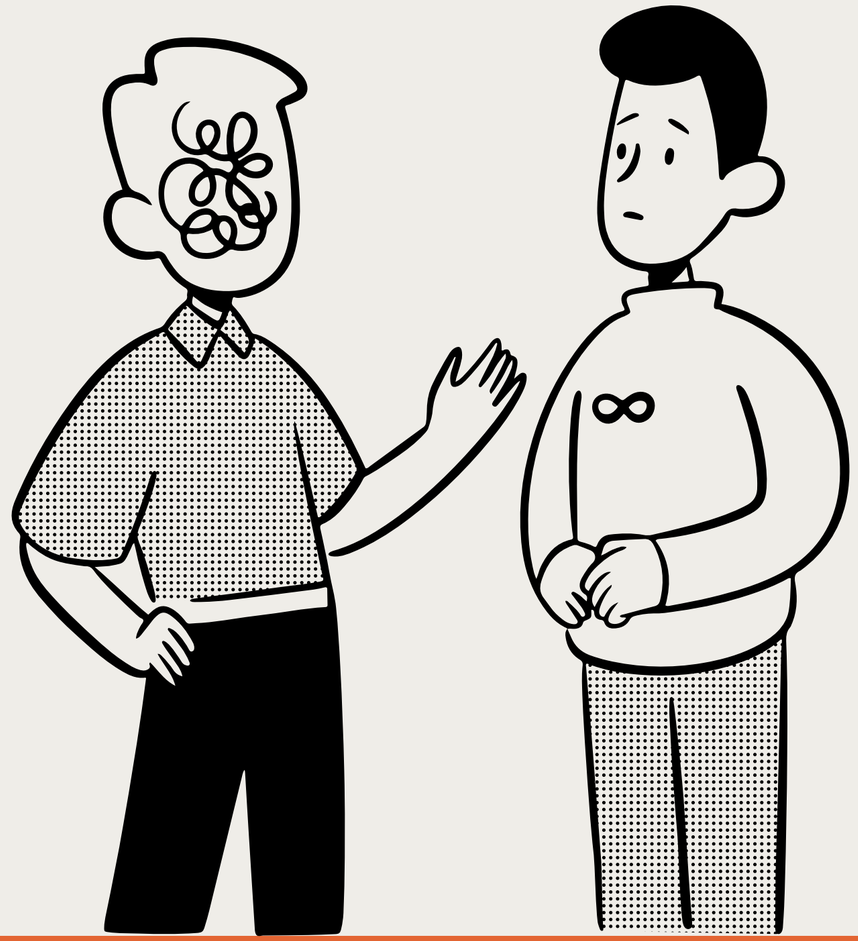
Nancy Manos | nancymanos.com



WIN LOSE OR *Draw*



WHAT MAKES COMMUNICATION CHALLENGING?



WHAT AFFECTS PERSPECTIVE?

- Age
- Personality
- Technology choices
- Season of life



AGE

Born 1965-1980 → GEN-X

Born 1981-1996 → MILLENNIALS

Born 1997-2010 → GEN-Z

Born 2011-2024 → GEN-ALPHA

The Information Age is over.
Welcome to the Experience Age.





PERSONALITY

INTROVERTS VS. EXTROVERTS

Introverts and extroverts differ significantly in their communication styles, primarily due to how they process information and recharge their energy.

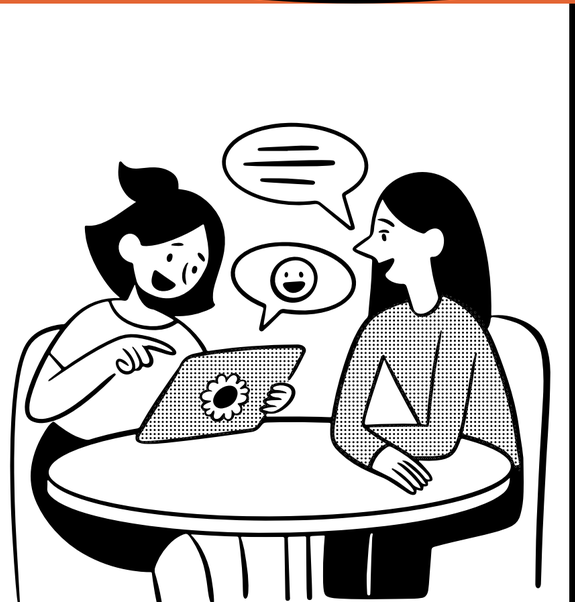




TECHNOLOGY CHOICES

LIMITED TECHNOLOGY
ALL DIGITAL
OR A MIXED APPROACH

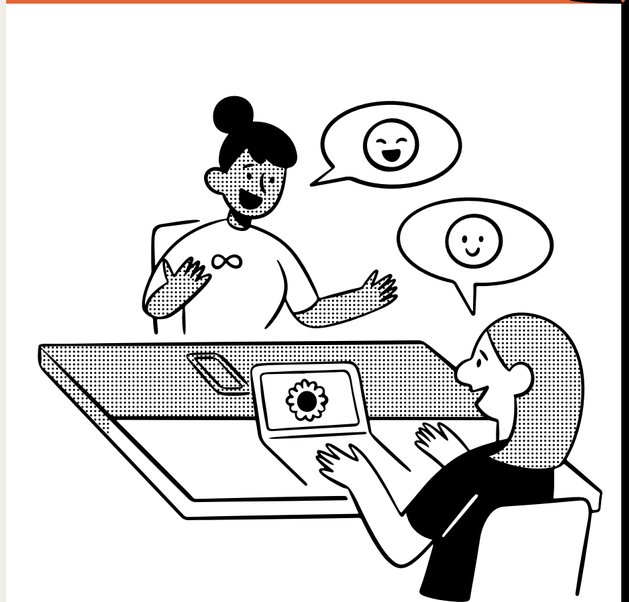




SEASONS OF LIFE

MOM OF LITTLES
BIG FAMILY
CHILDREN GROWN
DIFFICULT SEASON





To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.

– TONY ROBBINS



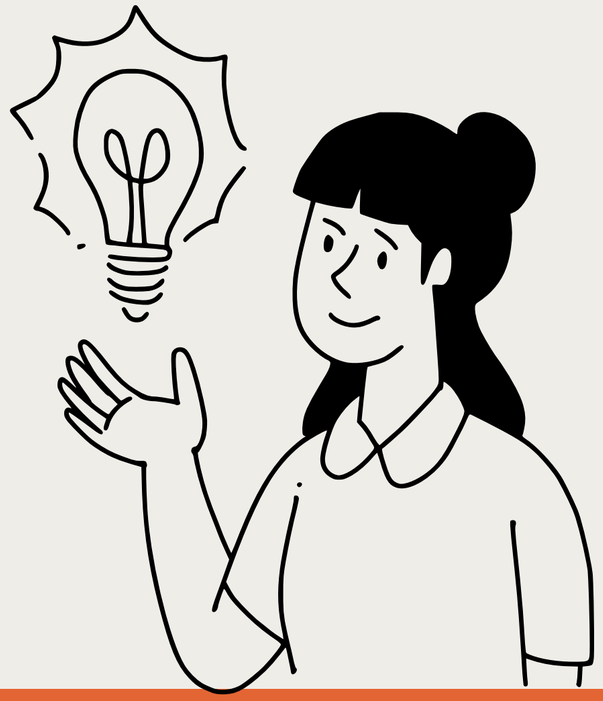
ASSESSING YOUR AUDIENCE
HOW DO YOU KNOW?

- How do you learn what members want/need?
- Where do you connect?
- Do you invite input?
- Do you follow up on feedback received?



CULTURE AND CORE VALUES

- What are your core values for your group?
- Are they documented?
- Do you share them and refer to them regularly?
- Do you have a style guide for your group?
- The Podcast Upload **Culture & Core Values** handout



NEVER *SHUT UP*

Danny Franks

dfranks.com/2017/03/06/never-shut-up



NEVER *SHUT UP*

- When you are sick of saying it, others have probably just heard it.
- Not everything you say is memorable.
- Not everything you say is absorbed.
- Not everyone is ready for it the first time they hear it.
- Not everyone was around the first time you said it.
- If it’s worth saying once, it’s worth saying multiple times.

– DANNY FRANKS



The single biggest problem in communication is the illusion that it has taken place.

– GEORGE BERNARD SHAW



TOOLS AND SOLUTIONS

- Social Media
- Website
- Communication Apps
- Collaboration Tools
- Email
- Print Publications



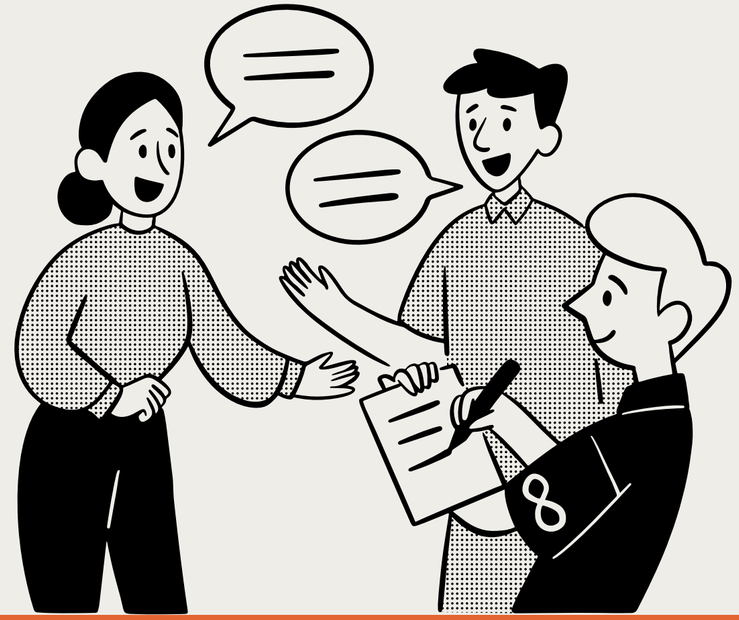
HAVE A PLAN

- Plan ahead
- Create an editorial/communications calendar
- Schedule as much as you can
- Refer to your style guide
- Build teams
- Have a review process for all communications



COMMUNICATION IS *CARE* FOR PEOPLE

– NANCY MANOS



nancy manos

JOYFULLY

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