

Facilitator CHIPS



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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Facilitation Services Available:

- Process Improvement
- Team Building
- Change Management
- Strategic Planning
- Customer Focus and Assessment
- Baldrige Quality Award Criteria
- Valuing Differences
- Problem Solving, Decision Making, and Consensus Building Tools
- 360° Feedback Instruments
- Conflict Mediation
- Problem Identification and Clarity
- Reengineering
- Integrated Organizational Renewal
- Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

[Butch Brant](mailto:Butch.Brant@oro.org) (865) 576-4087
or
[Donna Riggs](mailto:Donna.Riggs@oro.org) (865) 576-0063

Visit the [Facilitator Program Web Page](#)

Tools for Increasing Communication Effectiveness

How we communicate with others is essential to facilitate understanding. The ORO Facilitator Program has multiple tools to assist teams, groups, and individuals to increase their awareness and effectiveness relative to communication. Some of the various instruments we have used to assist individuals and groups to increase their ability to communicate more effectively are the Myers-Briggs Type Indicator (MBTI)[™], Personal Profile System (DISC)[™], Global Values, and Thomas-Kilman Conflict Mode instrument.

Each person listens and talks relative to their preferred method of communication. Our individual preferences influence how we react and interpret our communication relative to other individuals and organizations. We can see many of these differences in the office on a daily basis. For example:

- some people are more comfortable dominating and being in charge of conversation while others prefer to listen, observe and take time to internally reflect upon what is being said prior to arriving at a decision
- some people prefer to “chat” for a few minutes before getting down to business while others prefer to get right to business and see the “chatting” as a waste of time
- some people prefer a well-defined and very structured environment, while others prefer flexibility and like to keep their options open
- some individuals prefer to focus on the present and look at specific details while others prefer to focus on the future and speak to generalities

None of these approaches are right or wrong; they are just different. By knowing how others communicate we can better understand how they receive and process our actions and words. Relative to communication, the “golden rule” says we should “communicate with others in the same manner as you wish them to communicate with you”; however, for the most effective communication invoke the “**platinum rule**” which is “**communicate with others in the same manner as they communicate with you.**”

The ORO Facilitator Program is available to assist you and determine which tool would best fit your specific needs (see Sidebar)

In our next issue: *SMART Goals*