

# Synergy in Action: Building Stronger Teams Through Communication & Collaboration



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## Our Plan:

Identify best practices in leadership communication.

Developing an awareness of your own reactions to certain types of situations in the workplace.

Develop a shared understanding of conflict in the workplace: what it is, how it happens, and what to do about it.

# The Bottom-Line Impact

## Poor communication and collaboration costs real money:

- \$62.4 million dollars per year for large companies (100,000+ employees)
- \$420,000 per year, on average, for companies with less than 100 employees
- Small companies spend 17 hours of downtime per week clarifying communications and dealing with misunderstandings

*Sources: David Grossman, SHRM, Gallup, HRDQ*



# Employee Dissatisfaction ...

An About.com ... top 3  
reasons that people **do not  
like their jobs:**

1. Lack of direction from management
2. **Poor communication overall**
3. Constant change that is not well communicated



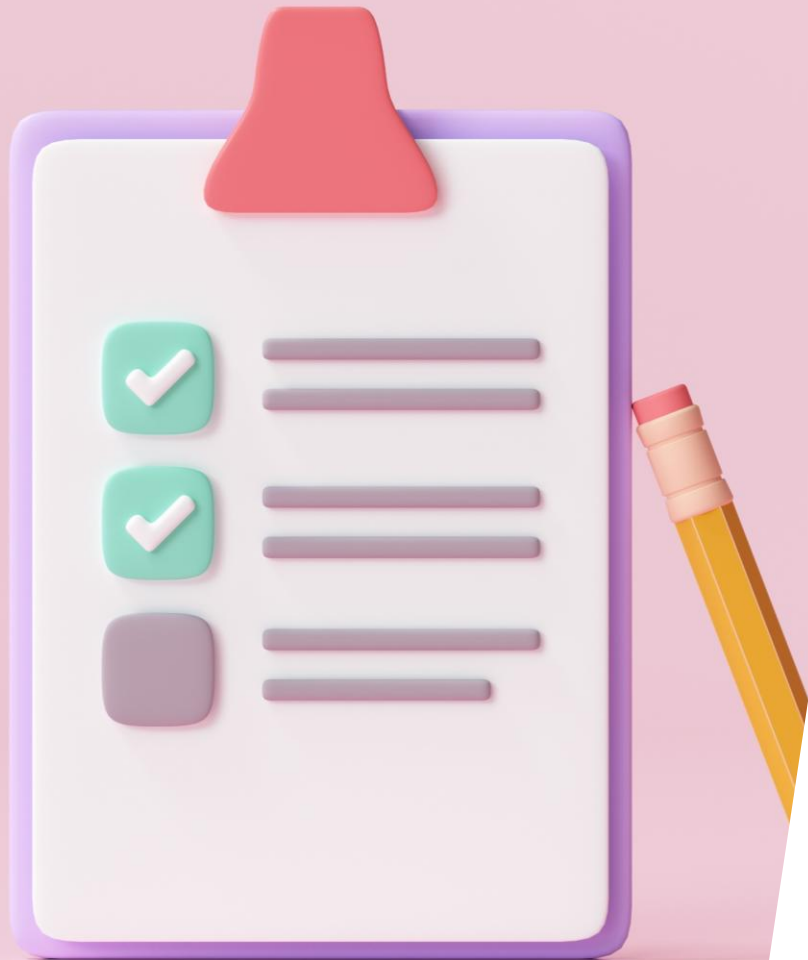


COMMUNICATION  
IS THE KEY TO  
ACHIEVING ALL  
OF OUR GOALS.

# Benefits of Great Collaboration & Communication

- Aligns decisions and actions with mission, vision, values and goals
- Clarifies expectations
- Energizes team members
- Generates enthusiasm about work
- Opens 2-way lines of communication
- Limits employer liability





# The Survey Says...

An About.com survey cited the top 3 reasons that people **do not like their jobs** are communication-related:

1. Lack of direction from management
2. Poor communication overall
3. Constant change that is not well communicated



## Which Skills & Abilities Foster Team Success?

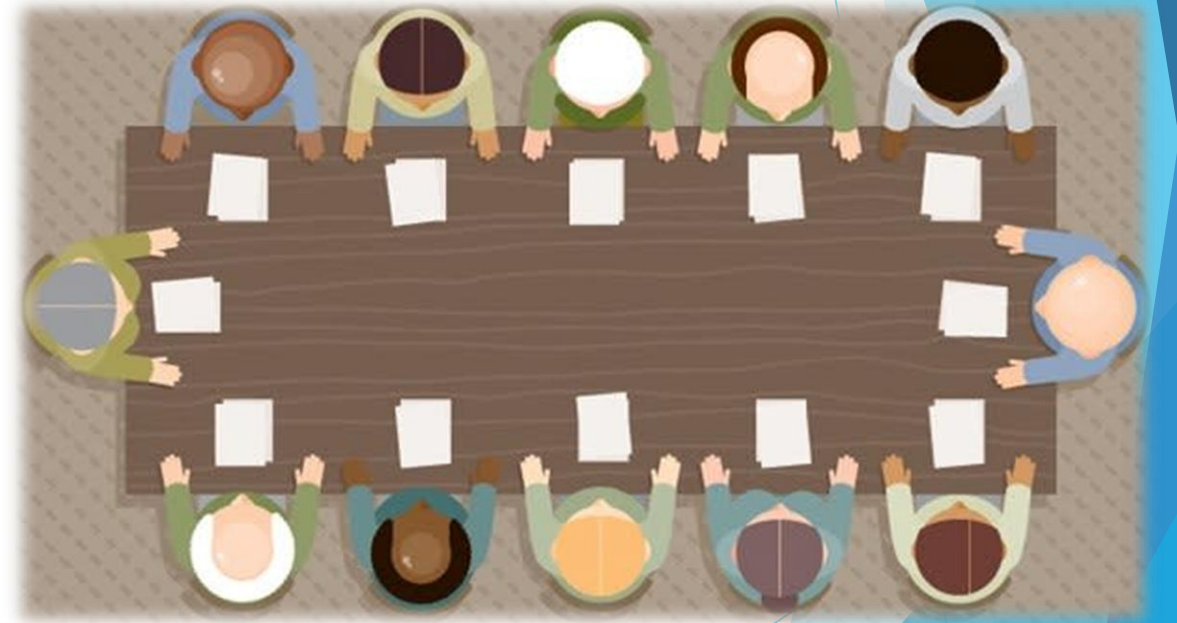
- 1) **Communication skills**  
(written, verbal, presentation)
- 2) **Adaptability and Flexibility**
- 3) **Responsibility and Accountability**



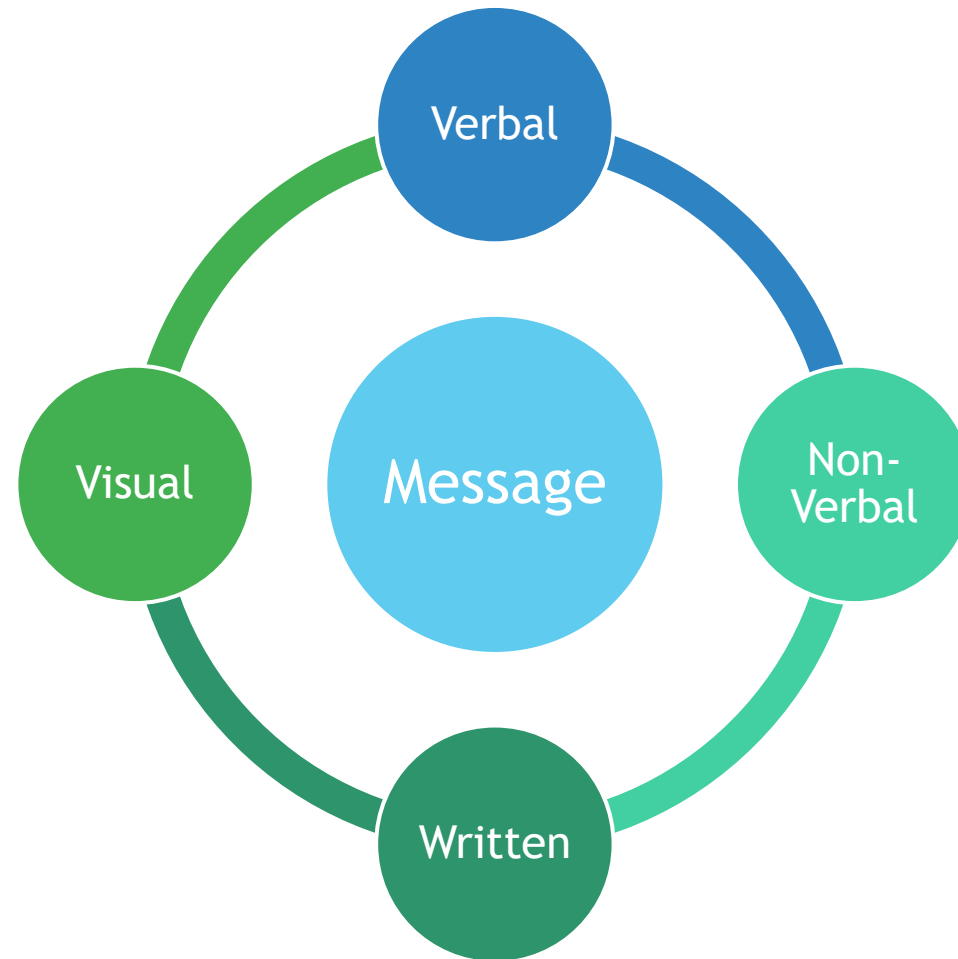
# Round Table Time!

Q) What do you feel is the most challenging aspect of communicating and collaborating as a leader?

*... and what, if anything, are you doing at this time to address this challenge?*

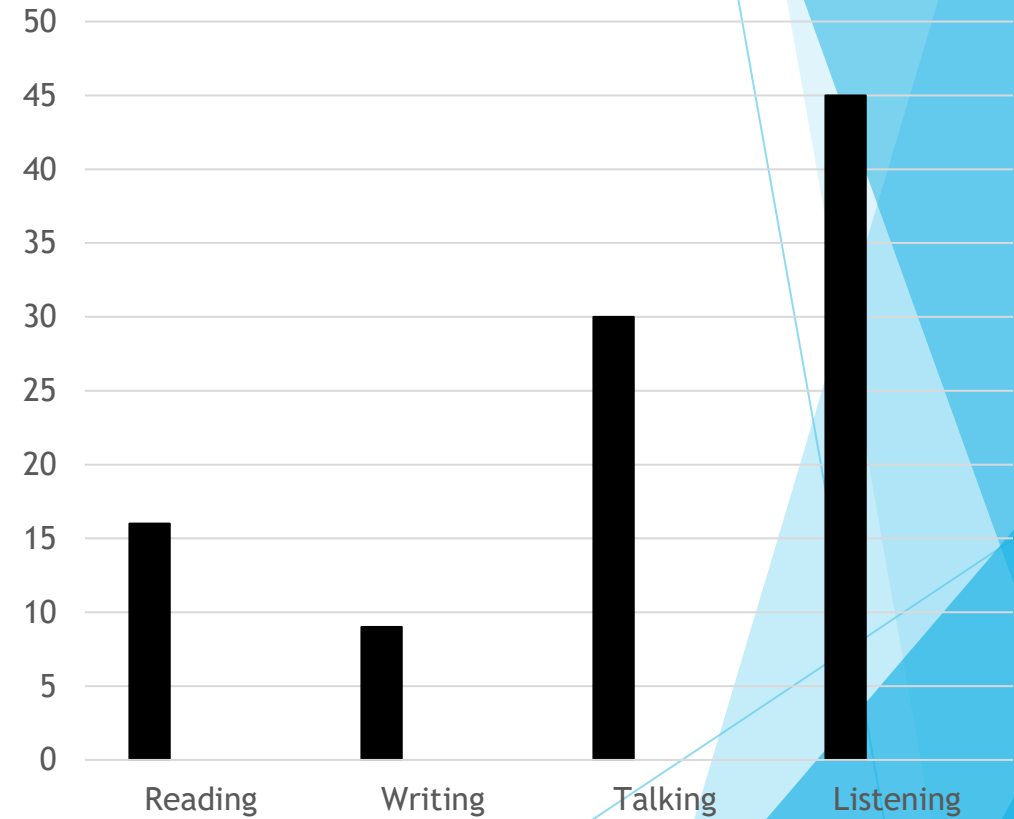


# Types of Communication



# Always Communicating

- ▶ 70% of our time is spent communicating with others.



# Did you know?!

- We speak at about 150 words per minute
- We hear at 1,000 words per minute



Here's the thing: Great Communication ...

## **Requires Serious FOCUS!**

Study the letters and numbers that  
I will show you.  
Look carefully.

Focus ...

**S K O E 4 R T 2 H P**



Testing: 1-2-3

# Test Your FOCUS!

What do you remember?!

# Recipe for Great Communication

- ▶ 7% of what we communicate is based on **vocabulary and word choice**.
- ▶ 38% of what we communicate is based on **voice inflection**.
- ▶ 55% based on **non-verbal** behavior.





# Let's Practice. Say it Like You MEAN it.

1. "I'm so sorry."
2. "Sure. I can help you with that."
3. "Oh, I see."
4. "I disagree."

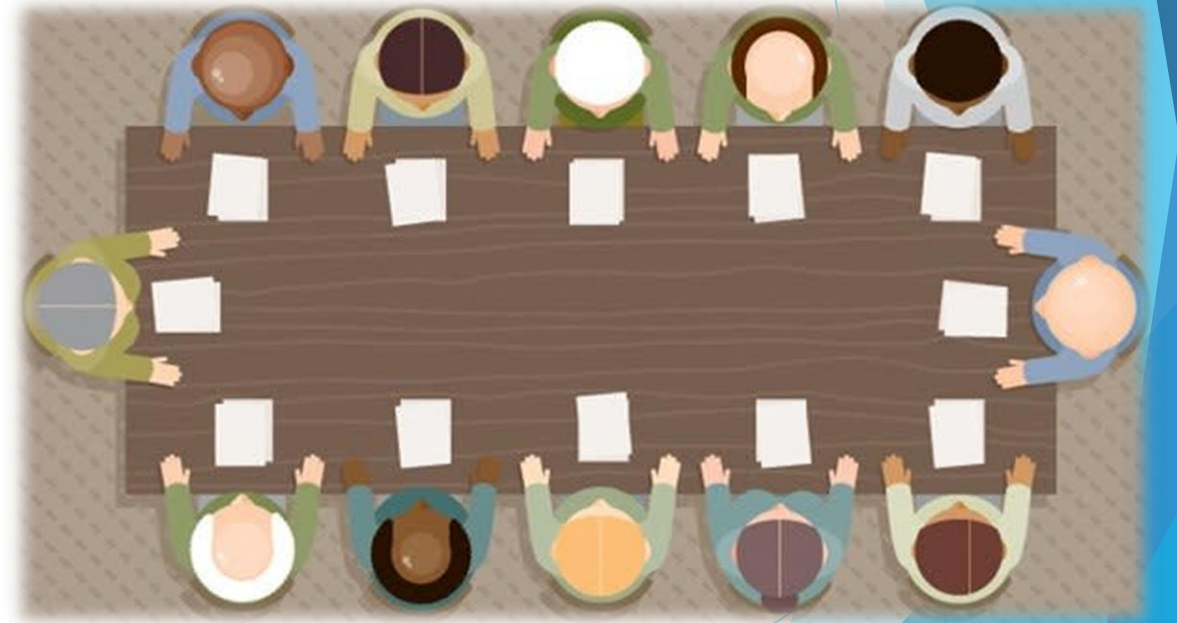
# How are you feeling?

## Emotion Wheel I



# Round Table Time

Q) What do you personally do to ensure that you're prepared to communicate successfully with the team?



# Keys to Communication that Works

1. Personal reflection
2. Active Listening
3. Reflective Listening
4. Curiosity
5. Non-Verbal Communication



## ❖ Personal Reflection



- Get in the right mindset
- Commit to being fully present
- Withhold judgment while listening

# A Note About Digital Distraction

“Today’s smartphone users check their phones 150 times a day, which is the equivalent of spending 2.5 hours a day just opening and closing the phone. A single text message, which takes approximately 2.2 seconds to read, can double error rates on basic tasks; even worse, workers find that it takes an average of 11 minutes to get back into the flow of the previous task. Our phones have become compulsions, rather than tools of efficiency.”

*~ Amy Blankson, HBR 2019*



## ❖ Active Listening

- Stay engaged.
- Stay present.
- Beware of bad habits.



# Activity Time!

## *Listening Bad Habits Worksheet*

*Complete, review and discuss with your mentor,  
friend or me!*



## ❖ Practice Curiosity

- Asking questions show that you're interested.
- #1 way to connect with people.
- Use open-ended questions.



# **Good News!**

## Great Communication & Collaboration Skills Are Learned

# Build YOUR Skills as a Leader

**Any leader who sincerely cares about their team will continually work to improve their own skills!**

- ▶ **Writing skills:** concise and consistent communication
- ▶ **Verbal and non-verbal skills:** word choice, tone of voice, hand gestures, facial expressions, etc.
- ▶ **Video-based Communication:** strong verbal and non-verbal skills required; great because employees can access and review multiple times

# Tap Into Your “Crystal Ball”

- ▶ Employee/Leader 1:1's
- ▶ Annual or semi-annual company-wide communication from top leaders
- ▶ 360-degree reviews
- ▶ Set measurable goals with your employees and review them together.





**Q: What is one tip that you can share with the team to help them communicate best with you?**

# Let's Keep the Conversation Going



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