

LINDENWOOD UNIVERSITY EMPLOYEE FELLOWSHIP 2019-20

Leadership & Supervision

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Purpose

Two interactive workshops (DiSC Communication and Crucial Conversations) were created to improve communication and relationships across all levels, provide team building opportunities, and walk away with actionable items to put into daily practice with team members. The workshops were intended to give a common language for communication preferences, both with regards to input and output of information. The goal was to improve communication both within units and across departments throughout the university.

Method

Department heads were contacted across campus to set up workshops for their units. Additional advertising was also done through the Daily Digest university-wide newsletter. Workshops were conducted in groups of 10-60 participants, depending on department size. Workshops also lasted between 60-90 minutes and were usually scheduled during regular department meetings for ease of scheduling. A few of the smaller departments participated in workshops together to allow for more robust experiences and to start immediately putting inter-department communication skills into practice.

DiSC Communication

Based on the research of psychologist William Moulton Marston, DiSC focuses on 4 different communication styles. This workshop will identify your personal style, learn about (and how to identify) coworkers' preferences, and help you with specific strategies to improve your communication with the different styles.

Crucial Conversations

Beginning with a look at emotional intelligence and how that influences your interactions, this workshop provides a step-by-step guide to provide you with the tools to navigate tough conversations. Based on the book *Crucial Conversations: Tools for Talking When Stakes Are High*, teams can learn how to safely navigate conversations across all levels.

Feedback

"DiSC has allowed us as coaches to better understand our student-athletes and their natural and adaptive personalities. It has also allowed our student-athletes to be more aware of themselves and one another, which has fostered a culture of growth, unity, and success." - Jen Llewellyn (Head Coach, Gymnastics)

"It's really helpful knowing how to better communicate with your coworkers who aren't the same letter," - Enrollment Management participant, DiSC Workshop

"I discovered many things about our team that is hopefully going to make things run a little smoother and with much better results. I now catch myself stopping in my tracks when speaking to someone (other than a C) and revisiting my approach. Many thanks for that alone!" - Business Office participant, DiSC workshop

"My main takeaways were being cognizant and aware these conversations happen and how to appropriately approach them." Enrollment Management participant, Crucial Conversations workshop

Sources

Crucial Conversations: Tools for Talking When Stakes are High (Patterson, Grenny, McMillan, & Switzer)
Emotional Intelligence 2.0 (Bradberry & Greaves)
NCAA Effective Facilitation Workshop (2017)

Participants

All participants were faculty and staff at Lindenwood University.

Results: DiSC

- 161 faculty and staff members participated
- 10 departments represented
- 4.43 out of 5 stars = average rating of workshop
- 93% indicated the experience "will have an impact on how I communicate with my coworkers".
- 90% indicated they would be "Somewhat likely" or "Very likely" to recommend DiSC to someone else

Results: Crucial Conversations

- 30 staff members participated
- 2 departments represented
- 4.07 out of 5 stars = average rating of workshop
- 92% indicated the experience "will have an impact on how I communicate with my coworkers"
- 85% indicated they would be "Somewhat likely" or "Very likely" to recommend Crucial Conversations to someone else

