

The Jersey Shore Association for Human Resources is a SHRM affiliated chapter



Candid and posed images/pictures may be taken during the session and shown at this and other JSAHR Chapter meetings. By entering the meeting, you are consenting to such use. If you object to the use of your image, do not enter the meeting; please contact Christine Higgins @ 732-701-7155.

Effective Communications

Techniques for Successfully Communicating, Coaching, and Counseling

HR professionals communicate all sorts of information daily to all levels of staff in the organization. Sometimes, we are communicating cut-and-dry policies; sometimes, we are coaching the managers; and sometimes, we are counseling the employees. We know that for us to be effective, we need to tailor our messages and channels we use based on the objective of the communication, and the styles and methods preferred by our audience. When do we use which mode of communication? How do we adjust our verbal and non-verbal messages? The ability to master these skills greatly impacts our job effectiveness. This hour-long interactive session is designed to help you better understand what constitutes effective communication and to provide you with techniques to use in coaching and counseling.

The presentation will discuss how theories and models such as Maslow's Hierarchy, "The Ladder of Inference," and Meyers Briggs form the foundations for understanding each stakeholder's paradigm. It concludes by introducing two tools for determining when to coach and when to counsel, and is capped by a drill that explores delivering bad news to good people.

Learning Objectives: Upon completion of the session, you will be able to:

- Describe how communications may be improved by understanding behavioral motivators, personal filters, and "Reflexive Loop" belief system development
- Apply a framework to assess an employee's stage in the learning cycle and determine whether a staff member should be coached or counseled
- Deliver difficult but necessary messages to employees

About the Panelists:

Vaughan Reale is the President and CEO of VMR Performance Management, which offers sales and performance management training to employers of any business size. He is a Fred Pryor Certified Seminar Trainer, specializing in effective team building techniques and communication skills for managers. Reale has founded three Toastmaster's Clubs and has taught the Dale Carnegie Human Relations course several times, receiving the Peer Award for Highest Achievement. He has trained more than 1,000 insurance professionals and has successfully managed high performing multi-functional teams for more than 25 years.

Reale is also a CEBS and a CLU with multiple Life, Health, and Property and Casualty licenses. He is a graduate of the Wharton School of Business and has served as Mayor of Margate, N.J. for four years. He is a member of SHRM, NAHU, and ISCEBS and is a frequent speaker on health care with many published articles and essays.

Date: March 8, 2018
7:45 a.m. Networking and Breakfast
9:00 – 10:00 a.m. Program
Jumping Brook Country Club
210 Jumping Brook Road, Neptune
N.J.
www.jumpingbrookcc.com

R.S.V.P. by 4:00 p.m. on
Friday, March 2, 2018
online at

<http://jsahr.shrm.org/events>
or email at admin@jsahr.org
or call JSAHR at 732-701-7155

Registration Fees (includes breakfast) \$30 for JSAHR members
\$40 for non-members
\$25 for those in-transition and guests
\$10 for students with valid ID
\$10 additional fee for walk-ins
"No shows" will be billed

Special Notice
This program is pending approval for
1 HRCI recertification credit &
1 SHRM recertification credit.

JSAHR is recognized by SHRM to
offer Professional Development
Credits (PDCs)
for the SHRM-CP or SHRM-SCP.

This meeting is sponsored by:

