

Staking Your Claim: The New Work from Home Frontier

All the communication, with all the people



I constantly remind people that communication also means listening.

Marti Rodamaker, First Citizens Bank

Tools you need to explore

Virtual meeting options

- Zoom
- Teams
- Go to Meeting
- Webex
- Zoho – interrelated suite of helpful tools
 - CRM
 - Expense App
- ConnectWise

Calendar options

- Share a calendar with each client with intermittent deadlines
- Paper or electronic?
- Apps that allow someone to schedule meeting with you
 - Calendly
- Electronic calendars that can be shared
 - Outlook
 - Google
 - Keep it simple

Tools you need to explore

Instant messaging and texting alternatives

- WhatsApp
- Teams
- GroupMe

File Sharing

- Share File
- Dropbox
- Google docs
- Free options for periodic use
 - We Transfer

Secrets to success – written communication

- Keep it short
 - The world is happy with Tweets and texts
- Use tools to separate and highlight
- Write it, read it, forget it, read it
- Find a friend with no knowledge and have them read
- Use online tools like Grammerly
- You have options
 - One-on-one and SM
 - Newsletters and group emails





Secrets to success – verbal communication

- Meet in person if you can at least once or periodically
- Listen
- Slow down – “Listen to understand, not to respond” Stephen Covey
- Avoid jargon; never assume the other party has background
- Confirm what you heard without visual clues
- Summarize in writing

Secrets to success – presentations

- Know the culture and context
- Consider your relationship with the client or customer
- Use manageable chunks of information
- Take breaks
- Use prep work and homework as appropriate
- Practice – drive time is great for this!
- Make a connection and read the room



Let's Keep Talking

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