



AVOIDING COMMUNICATION PITFALLS

**BEST PRACTICES FOR CURRENT
AND FUTURE LEADERS**



WELCOME

- Greetings Thinkers, Readers, Talkers, Listeners & Singers!
- ICE MOUNTAIN BREAKER
- Something For Everyone!



CLIMB EVERY MOUNTAIN

- Let's Think
- What is the Center of your Communication Strategy?
 - Do you keep the internal information current?
 - Ensure consistent use of links to materials?
- Which Teams need the same information?
 - Training
 - Technical
 - Policy
 - Users
- Just “One Voice”

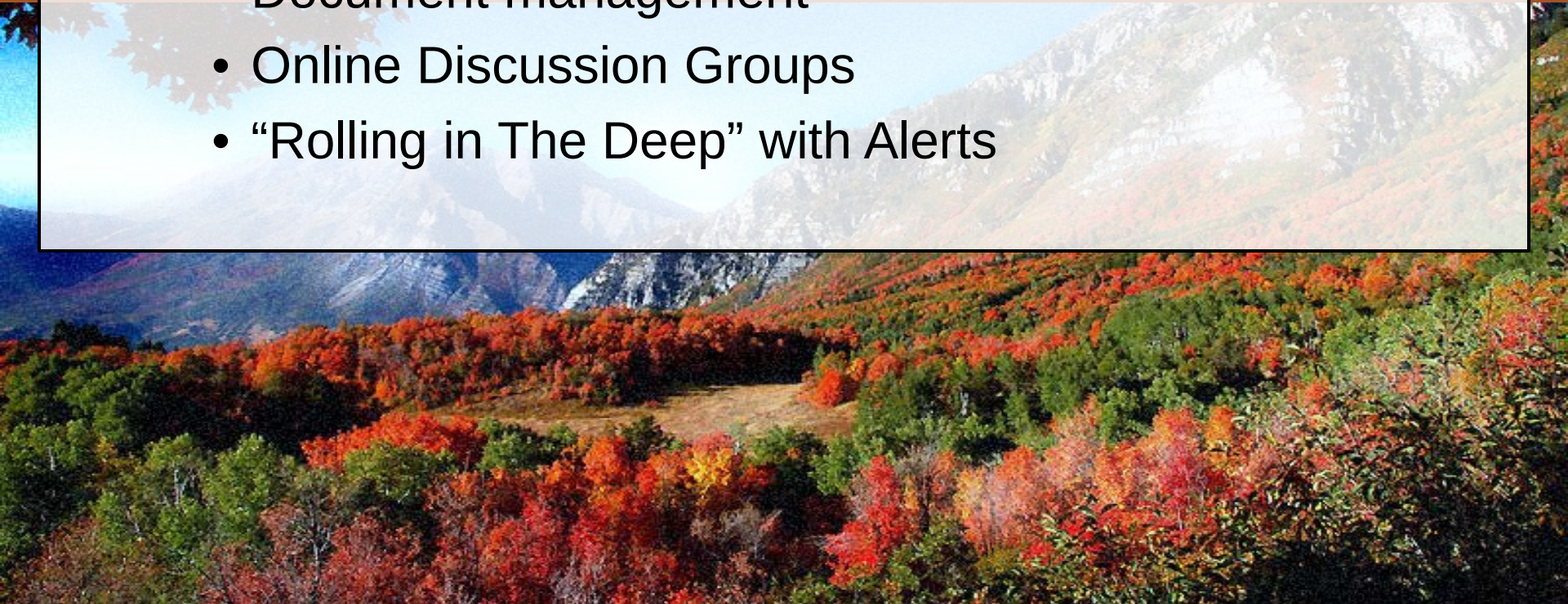
FORD EVERY STREAM

- Let's Think Some More – “I Could While Away the Hours”
- Internal Communication Planning 101
 - What does your plan rely on the most?
 - Website?
 - Paper?
 - People?
 - Email?
 - Songs?
 - Other Systems?



FOLLOW EVERY RAINBOW

- Let's Read
- Research Best Practices for Internal Communication Tools
- WEBSITES Give You:
 - Consolidation
 - Document management
 - Online Discussion Groups
 - “Rolling in The Deep” with Alerts



‘TIL YOU FIND YOUR COMMUNICATION DREAM

- Let's Listen! (You Can Talk Later, I Promise)
- What is Your Communication Dream?
- It's Time to Try "Defying Gravity"
- Insert Screen Shot



CONSISTENT COMMUNICATION

What If Your Internal Web Site Front Page Had?

- Announcements
- System Status
- Popular Searches
- Office Training
- Public Materials
- System Release Notes
- Document Distribution Center
- Featured Links – TO YOUR STATE CONFERENCE
& MORE!





Announcements

There are no items to show in this view.

Application Quick Links

PRD Region

MISDU Info-Trac

Business Objects

State Services Portal

Manage LGAD Password
LGAD Password Portal

MILogin
County Managed

[State Managed](#)

Notifications in the Last 3 days (click to display all notifications)

IssueDate	Title
9/19/2016	MICSES Help Desk Phone Staff Unavailable 3:00 - 4:00 pm September 21

Combined Calendar

Featured Links

- [Document Distribution Center](#)
- [Michigan Family Support Council \(public site\)](#)
- [Michigan Child Support Program Strategic Plan Updates](#)
- [PLG Program Priority List](#)
- [Performance Incentive Factor Information](#)
- [Help Desk Call Search - Search for Help Desk Tickets](#)
- [Office 2010 Training](#)
- [Outlook Web Access](#)
- [Public Materials](#)

MiCSES Systems Status

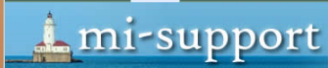
Status Title	Status Comments	Modified
MICSES	No known incidents at this time.	9/19/2016 7:31 AM
MICSES Batch	The Bridges Referral file was not successfully processed and we are 1 day behind processing.	9/19/2016 7:31 AM
DW Business Objects	No known incidents at this time.	9/19/2016 7:31 AM
MiChildSupport	No known incidents at this time.	9/19/2016 7:31 AM
MISDU	No known incidents at this time.	9/19/2016 7:31 AM
LEIN Interface	Although LEIN is receiving and processing MiCSES enter and cancel requests, some responses are being delayed. Check with your local LEIN contact if MiCSES is not updated and you need to know if the update was received by LEIN.	9/19/2016 7:31 AM
CPR/BRS	No known incidents at this time.	9/19/2016 7:32 AM
IVR	No known incidents at this time.	9/19/2016 7:32 AM

Popular Searches

- [Birth Expense Calculation Tools](#)
- [County Holiday Schedules](#)
- [Accessing the IRG](#)
- [Locate Information](#)
- [MiCSES Release Information](#)
- [Michigan IV-D Memorandums](#)
- [Request System Reports \(Ad Hoc Queries\)](#)
- [Search for Forms - Resource Directory](#)
- [Submit Help Desk Ticket - Contact Hotline Web Form](#)
- [Web-based Training](#)

PROGRAM COMMUNICATION

- Library
- Federal Directives
- Policy, Training, End-User Documentation
- FAQs Categorized by Topic
- **ONE STOP SHOP**
 - Example: Credit Reporting page displays all policy, training, documents, and FAQs



6.18 Credit Reporting

Michigan IV-D Child Support Manual

There is no manual for this section.

IV-D Memorandums

[2016-014 Credit Reporting Pilot Project](#)

[2013-023 Online Solution for Complete and Accurate Reporting \(e-OSCAR\) Document Image Enhancement; Action Required by August 10, 2013](#)

[2008-042 e-OSCAR: The Online Credit Reporting Dispute System](#)

Training Library

Job Aids

[e-OSCAR: Responding to an ACDV for Michigan Child Support Accounts](#)

[e-OSCAR: Viewing a Block or DR Notification Report Associated to Michigan Child Support Accounts](#)

Web Based Training

[Credit Reporting](#)

System Documentation

Customer Information Guide

[CRAR - Credit Bureau Reporting Activity Chain](#)

[Credit Bureau Referral \(BATCH CBOR\) Process](#)

[Credit Referral Trigger Control \(BATCH CBTW TRG\) Process](#)

[Credit Referral Updates and Submittal \(BATCH CBTW\) Process](#)

[Credit Reporting](#)

External Links

[e-OSCAR web site](#)

[SCAO Administrative Memorandum 2009-04, Providing Information to Credit Reporting Agencies](#)

Quick Reference Guide

[CBOR - Update Credit Agency Referral](#)

[CBOR - View Credit Agency Referral](#)

Screen Description

[CBOR - Credit Agency Referral](#)

FAQs

The Office of Child Support's (OCS's) Central Enforcement Unit (CEU) sent me Dispute Resolution Notification (DRN) and Request for Re-insertion of Data (RRD) forms from Experian, the credit reporting agency. What am I supposed to do with these forms? Can the CEU staff help me?

The Office of Child Support's (OCS's) Central Enforcement Unit (CEU) sent me a Consumer Dispute Verification (CDV) form from Experian, the credit reporting agency. I'm not sure how to fill out this form. Can the CEU staff help me fill it out?

CENTRAL COMMUNICATION

- Activities
- **PERFORMANCE MANAGEMENT**
 - Performance factors
 - Reporting
- PEP Rates That Make You Want “To Swing From The Chandelier”

Performance Management

☐ Type	Title	Name	Modified
Heading : B_Ways to Improve County Performance Factors (9)			
Subheading : (6)			
	Top Reports to Improve Performance Factors	Top_reports_to_improve_performance_factors	3/1/2013 2:33 PM
	New Federal Reports Desk Aid (Data Warehouse – Business Objects)	DW_FR_reports	3/1/2013 2:33 PM
	Performance Management Desk Aid (Data Warehouse – Business Objects)	DW_PM_reports	3/1/2013 2:33 PM
	Incentive Calculator Instructions	Incentive_Calculator_Instructions	4/29/2014 2:31 PM
	Index of All Reports	index_of_reports	9/25/2014 10:41 AM
	Incentive Calculator 2015 (2014 Data)	Incentive_Calculator_2015	6/23/2015 8:52 AM
Subheading : B_Improving Collections (3)			
	Ideas to Improve Collections - Introduction	Improving_Collections_Intro	3/1/2013 2:36 PM
	Improving Collections Ideas	Improving_Collections_Chart	3/1/2013 2:36 PM
	OCSE Project to Avoid Increasing Delinquencies (PAID) Ideas	PAID_List	3/1/2013 2:38 PM
Heading : C_Performance Factor Reports (28)			
Subheading : A_Performance Incentive Calculations (4)			
	Multi-Year Comparison	County_multi-year_comparison	6/23/2015 8:59 AM
	FY14_Performance_Incentive_Calculation	FY14_Performance_Incentive_Calculation	4/5/2016 4:34 PM
	FY15_Performance_Incentive_Calculation	FY15_Performance_Incentive_Calculation	4/5/2016 4:43 PM
	FY16_Performance_Incentive_Calculation	FY16_Performance_Incentive_Calculation	4/5/2016 4:45 PM
Subheading : B_Self-Assessment Audit Reports and Information (4)			
	Self-Assessment Best Practices	SASS_BestPractices	3/4/2013 1:18 PM
	Self-Assessment Reader Cheat Sheet	SA_ReaderCheatSheet	3/4/2013 1:18 PM
	FY 15 Self Assessment Report	FY15_Self-Assessment_Report	5/27/2016 4:18 PM
Subheading : B_Self-Assessment Audit Reports and Information (4)			
	Self-Assessment Best Practices	SASS_BestPractices	3/4/2013 1:18 PM
	Self-Assessment Reader Cheat Sheet	SA_ReaderCheatSheet	3/4/2013 1:18 PM
	FY 15 Self Assessment Report	FY15_Self-Assessment_Report	5/27/2016 4:18 PM
	FY 11 - FY 15 SASS Results	SASS_Results_FY11-15_20151029	4/21/2016 9:12 AM
Subheading : C_Performance Factor Charts (6)			
	FY15Q3 County Performance Indicators	FY15Q3_County_Performance_Indicators	7/14/2016 12:20 PM
	FY15Q1 County Performance Indicators	FY15Q1_County_Performance_Indicators	7/14/2016 12:20 PM
	FY15Q2 County Performance Indicators	FY15Q2_County_Performance_Indicators	7/14/2016 12:21 PM
	FY15Q4 County Performance Indicators	FY15Q4_County_Performance_Indicators	7/14/2016 12:22 PM
	FY16Q1 County Performance Indicators	FY16Q1_County_Performance_Indicators	7/14/2016 12:24 PM
	FY16Q2 County Performance Indicators	FY16Q2_County_Performance_Indicators	7/14/2016 12:25 PM
Subheading : D_Performance Factor Quarterly Comparison Charts (12)			
	FY14Q1-FY15Q1 Line Comparison	FY14Q1-FY15Q1_Line_Comparison	7/14/2016 12:58 PM
	FY14Q2-FY15Q2 Performance Factor Comparison	FY14Q2-15Q2_Performance_Factor_Comparison	7/14/2016 12:54 PM

PARTNER COMMUNICATION

- SharePoint Platform
- **STOP! Collaborate & Listen** to Partners
- Review/Edit/Distribute Policy
- Login Restrictions via Website
- Discussion Boards
- Polling for Workgroups
- Alerts

Reports Organization Workgroup

Minutes

Meeting Date	Title
5/11/2016	Reports Organization Workgroup May 2016 Status Updates
10/14/2015	2015 Q4 ROW Quarterly Report

Team Documents

Title	Modified
Administrative	
Charter	6/27/2016
Roster	6/27/2016
Other Materials	
Reports Organization Workgroup - Subgroup Descriptions	6/27/2016

Work In Progress

Title	Modified
Proposed Reports Organization on mi-support 8-11-16.docx	8/12/2016
Business Objects Folders Subgroup Final Report	7/12/2016
Publication/Revision Date:	8/12/2016
Report listing and description	9/8/2015
Survey Subgroup Final Report	6/8/2016
Templates Subgroup Final Report	6/8/2016

Discussion Group

☐ Subject	☐ Created By	Replies	Last Updated
New Name for Section 8.99 "Other Agency Reports"	 Bilek, Anita (DTMB-Contractor)	3	9/15/2016 9:49 AM
Combine the Search and Report List Functions?	 Martin, Sharon (DHHS)	3	9/15/2016 9:47 AM
"Reasons for Use" on Report Overview	 Martin, Sharon (DHHS)	2	9/15/2016 9:46 AM
Move the MiCSES Report Descriptions?	 Martin, Sharon (DHHS)	3	9/12/2016 2:49 PM
Program Library Report Topics	 Thompson, Kim (DTMB-Contractor)	9	8/2/2016 2:42 PM
Structure subgroup - thoughts on proposed organization.	 Thompson, Kim (DTMB-Contractor)	1	6/21/2016 2:50 PM
Report Coversheets	 Thompson, Kim (DTMB-Contractor)	1	6/21/2016 2:46 PM
Survey Outreach	LGAD/HoeffleA	3	12/2/2015 12:36 PM
Category ideas	 Bilek, Anita (DTMB-Contractor)	2	9/9/2015 11:17 AM
Introduction	 Thompson, Kim (DTMB-Contractor)	10	8/12/2015 5:03 PM
How to use this feature	 Thompson, Kim (DTMB-Contractor)	1	7/13/2015 3:57 PM

 Add new discussion

SYSTEM COMMUNICATION

- **Status Board**

- Multiple System Access
- Partner Notifications
- Green Good
- Red Not Good
- Describe Issue
 - I Got 99 Problems, But A System Ain't One!
- Users are Updated Immediately
- Follow up w/Explanation via Email

- Help Desk Can Be “A Whole New World”

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TRAINING COMMUNICATION

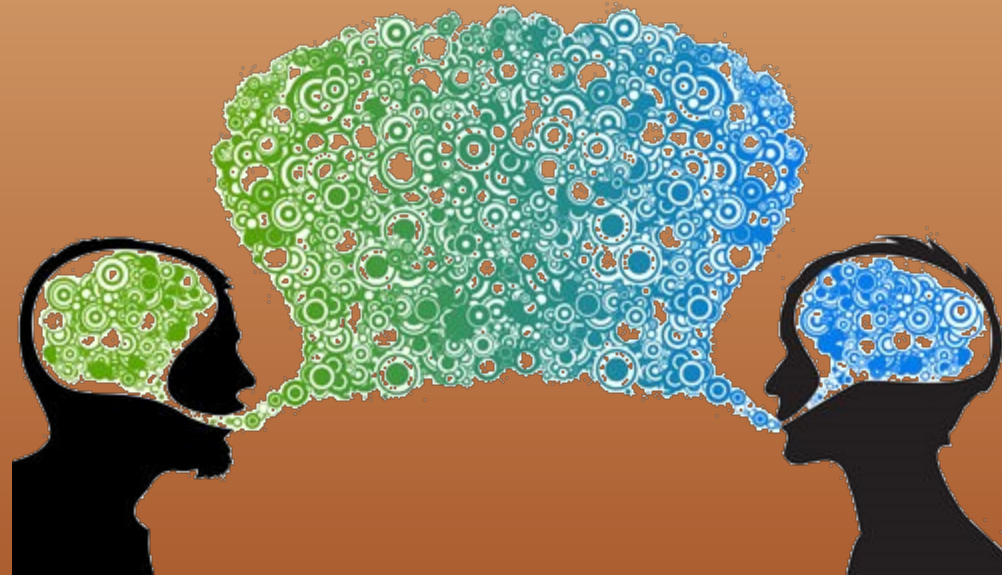
- Registration/Evaluation/Conference
- Web-based Training
 - Tracking tools
 - Alerts
 - Certifications
- **Monthly Child Support Updates Web Conference**
 - Auditory
 - Monthly
 - High level
 - Recent or Future Changes
 - Directed to Web for Additional Detail

AUDIENCE PARTICIPATION

- “We Don’t Talk Anymore...Like We Used to Do”
- Split into 2-3 groups
- Share your favorite communication you’ve ever experienced at WORK, WORK, WORK, WORK, WORK?
- Or Just in General, or in Your Dreams? Why?
- Is It Repeatable, Expandable?
- Report your feedback to Presenters
- Don’t Stop Believin’

STRATEGIES FOR EFFECTIVE COMMUNICATION

SPEAKER: KATHY SOKOLIK



We don't see things as they are;
we see things as we are.

-Anais Nin

- *Empathy*



If you just learn a single trick, Scout, you'll get along a lot better with all kinds of folks. You never really understand a person until you consider things from his point of view . . . until you climb inside of his skin and walk around in it.

-- Atticus Finch in
To Kill A Mockingbird



LISTENING



LISTEN TO SHOW RESPECT

To say that a person feels listened to means a lot more than just their ideas get heard. It's a sign of respect. It makes people feel valued.

-Prof. Deborah Tannen

The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them.

— Ralph Nichols

GOOD LISTENING PRINCIPLES

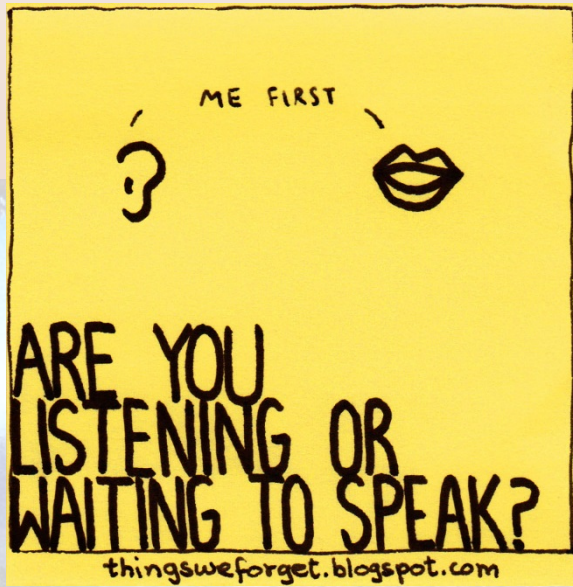
- Good listening is much more than being silent while the other person talks.
- The best conversations are active.
- Good listening includes interactions that build a person's self-esteem.
- Good listeners make the other person feel supported and convey confidence in them.

GOOD LISTENING PRINCIPLES

- Good listening is a cooperative conversations.
- Poor listeners frequently listen in competitive mode- to identify errors in reasoning or logic, or preparing their next response.

*Most people do not listen with the intent to understand;
they listen with the intent to reply.*

-- Stephen R. Covey

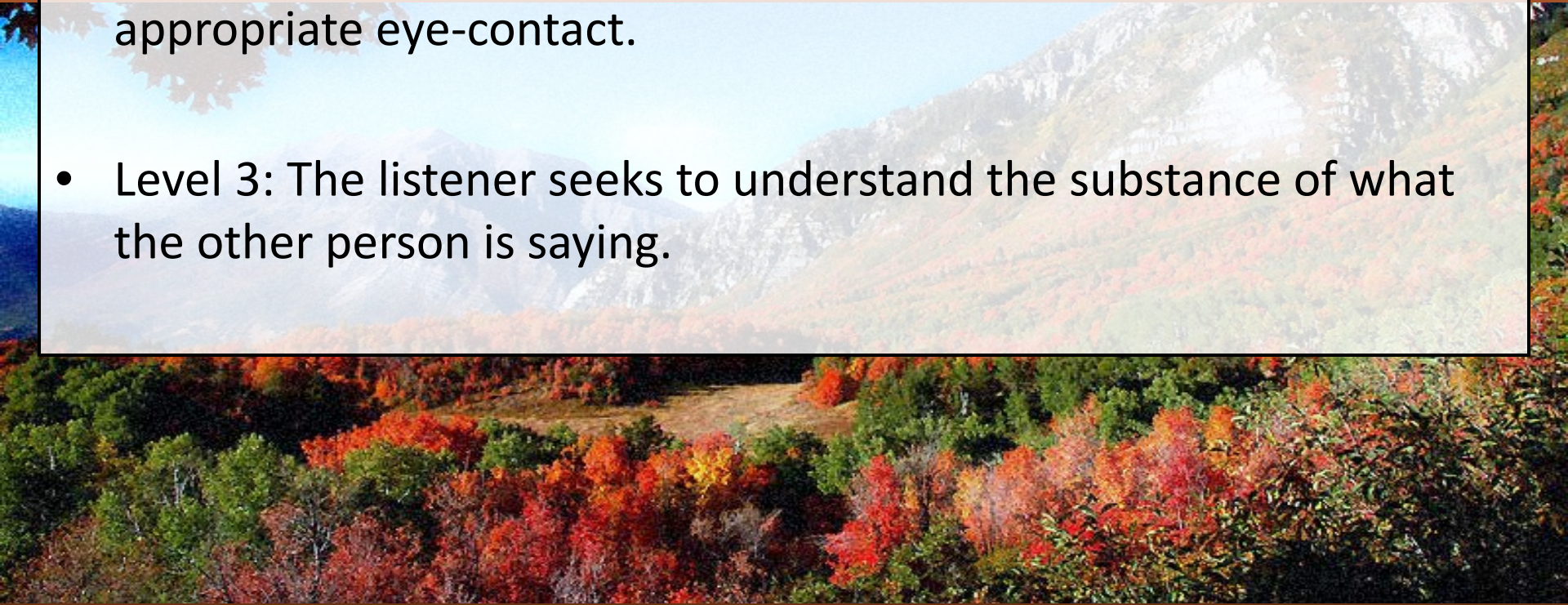


GOOD LISTENING PRINCIPLES

- Good listeners make suggestions.
- They provide some feedback in a way others accept, and help the talker identify alternative paths to consider.

LEVELS IN LISTENING

- Level 1: The listener creates a safe environment in which difficult, complex or emotional issues can be discussed.
- Level 2: The listener clears away distractions like phones and laptops, focusing attention on the other person and making appropriate eye-contact.
- Level 3: The listener seeks to understand the substance of what the other person is saying.



LEVELS IN LISTENING

- Level 4: The listener observes nonverbal clues, such as facial expressions, perspiration, respiration rate, gestures, posture, and numerous other subtle body language signals.
- Level 5: The listener increasingly understands the other person's emotions and feelings about the topic at hand, and identifies and acknowledges them.
- Level 6: The listener asks questions that clarify assumptions the other person holds and helps the other person to see the issue in a new light.

Good listeners are like trampolines.

They make suggestions. They are someone you can bounce ideas off of. They amplify, energize, and help clarify your thinking. They make you feel better by actively supporting you.

This lets you gain energy and height - just like jumping on a trampoline.



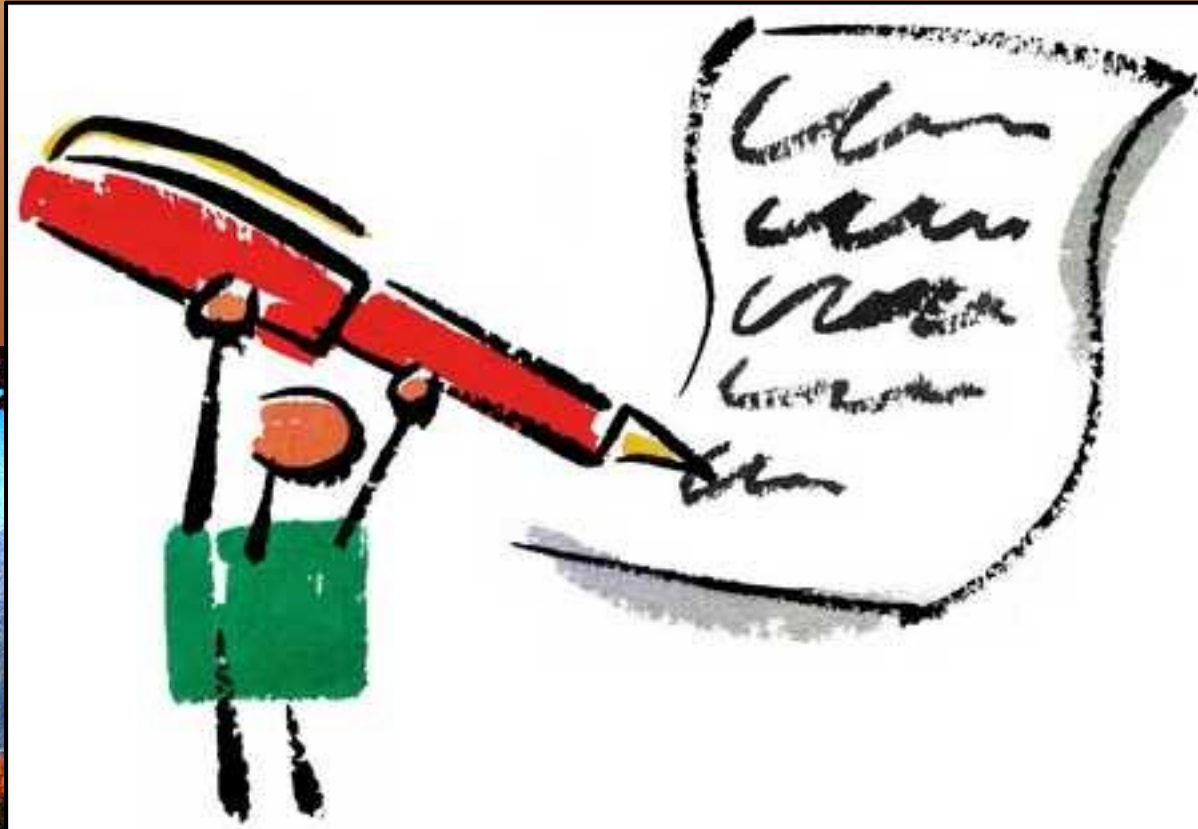
LISTENING

He did it (listened) as the world's most charming and magnetic people do, always asking the right question at the right time, never fidgeting or taking his eyes from the speaker's face, making the other guy feel like the most knowledgeable, brilliant, and intellectually savvy person on the planet.

— Stephen King



WRITING



THE UNBREAKABLE RULE

- It has to be about the reader, not about you.



4 BASIC QUESTIONS:

1. Why am I writing this?
2. Who am I writing this for?
3. Why will they care?
4. What do you want the reader to do?



CLEAR WRITING

- ✓ Communicate exactly what you want clearly, in the subject line of email or the title of your memo, and the first two sentences of everything you write.

CLEAR WRITING

- Fuzzy writing allows fuzzy thinking.
 - ✓ Use well-organized, active voice sentences to explain what is happening, what ought to happen, and what people need to do.
 - ✓ Inexact and passive language reflects gaps in thinking.

PASSIVE VOICE WRITING

- “Once a new case is created in the automated system, the Welcome Packet will be created and sent to the custodial parent.”

ACTIVE VOICE WRITING

- “Once you have created a new case in the automated system, you need to click the [Create the Welcome Packet](#) hyperlink. The system will print the Packet. Then you’ll send the Packet to the custodial parent, through the US Mail.”

CHALLENGING SITUATIONS



PROBLEM-SOLVING

- Focus on common interests.
- Don't solve the problem FOR them. Solve the problem WITH them.
- Ask, don't tell
 - *Diplomacy is the art of letting someone else have your own way.*

STRATEGIES TO CREATE OPTIONS

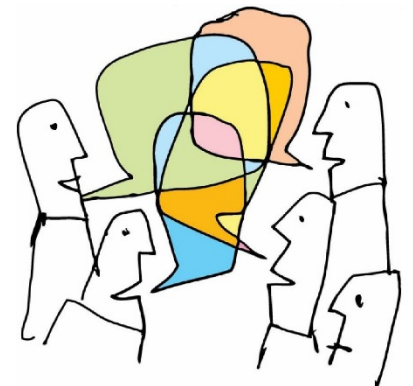
- Brainstorming
- Crystal Ball
- Break it down
- View from the balcony
- Step into the other's shoes
- Consult objective criteria

KEEP CALM & STEP TO THE BALCONY



It's not about being the best. It's about being better than you were yesterday.

-- Anonymous



MOUNTAIN CLIMBERS

Kathy Sokolik

Email: Ksokolik@CSFmail.org

Sharon Pizzuti

Email: pizzutis@courtlandconsulting.com

Talk: 517-908-3943

Tweet: @PizzutiSharon

Janet Sell

Email: Janet.Sell@azag.gov