

# SETTING THE PATH TO SUCCESS:

## Effective Communication of Expectations

Clear communication is an essential ingredient for success at your credit union. There are generally four main mediums of communications: verbal, nonverbal, written, and visual. Then, there are multiple personal styles on your team, from outgoing to task oriented, to people oriented to being reserved.

With all of this in mind, how can you commit to fostering open, transparent, and respectful communications that doesn't go "off the radar?"

**Here are the keys to providing top-notch communication.**



### Respect

It's crucial to show respect to the other person's thoughts, feelings, and opinions. This means acknowledging their perspectives and avoiding judgement or interruption. Cultivate a culture of respect in all aspects of life, and contribute to a more inclusive, equitable and harmonious world.



### Articulate

Effective articulation ensures that ideas, thoughts, and messages are expressed clearly, accurately, and effectively to avoid misunderstanding or confusion. Use simple language, stay on topic, and express your thoughts and ideas straightforwardly.



### Deadlines

You'd be surprised how often deadlines play a part in everyday conversations. Deadlines are essential because they facilitate time management, prioritize tasks, create accountability, coordinate collaboration, prevent bottlenecks, ensures quality, and facilitates efficient decision-making. Whew! That's a lot, but now you see how setting and adhering to deadlines can greatly impact individuals and teams. Embrace deadlines; don't fear them.



## Ask Questions

Assignments and projects often involve complex tasks, goals, and requirements. By asking clarifying questions, you can prevent costly mistakes, delays, and rework. By all accounts, you want to avoid the other A-word: Assumption. Seek clarification, verify information, and challenge assumptions whenever possible.



## Review

Without review, you toss quality assurance out the window. Regular check-ins allow those involved to monitor progress toward goals and milestones — even adapt to changing circumstances or requirements. When you drop the lines of communication you open the door to breakdowns in collaboration, decreased trust and confidence, and missed opportunities. Practice regular and proactive communication to maintain productive and positive relationships.