



# Effective Communication Strategies

**Recognizing Our Roadblocks  
That Lead To  
Lower Productivity and Drama**

**Beverly Beuermann-King, CSP**

# Stress and Effective Communication Strategies



## Stress and Effective Communication

What if you couldn't connect using your computer or your cell phone?  
How would that impact your stress and communication?

In fact, these are interesting questions and they were a bit of a reality check. A while ago, I found myself with no internet service. Along with being frustrated at the lack of customer service from my internet provider, I also felt very lost. I had to change the way I carried out my business, and the usual way I communicated with clients.

Problem solving this situation meant I had to reach out to a friend and ask for help. I required me to park in their business parking lot to get re-connected and it meant that I needed to be very focused in my communication. I had to know who I was going to respond to, what sites I was going to gather information from, and exactly how long I could be away from my official office desk.

# Effective Communication Strategies

## So How Does This All Relate To Stress and Effective Communication?

We often take our technological ability to communicate with others quickly and effectively, for granted. As an example, recent research has shown us that we are often connected when we should be disconnected, which adds to our overall stress and social disconnectedness.

## Stress and Effective Communication Stats:

Two studies were released within days of each other that I found interesting. One on the well-being, and the other on Vacation Deprivation. Their findings:

- We are working more non-standard hours
- We are time crunched
- More of us are providing care to an elderly dependent
- More of us are providing care to an elderly dependent and children
- We described ourselves as being vacation deprived
- Those aged 25-44 are the most likely to feel vacation deprived
- Many of us are not using up all of our allotted vacation time

## Tips For Building Resiliency and Effective Communication:

- First, understand that working longer or atypical hours means that we need to be more deliberate in our communications and connections with others. Plan out how you are going to stay connected with family and friends.
- Know that caregiving takes its toll on us and also we can get so caught up in caregiving that we forget about communicating and connecting to those we are caring for. Above all, take the time to slow down and talk to your children about their day. Let the elderly members of your family know that you care about them, and that you are not just caring for them.
- Your vacations are a great way to get reconnected, so take all that you are allotted. Turn off your smart phone and put away your devices. Take the time to find out what is important to the people around you. This can only be done by talking, listening and sharing.
- Finally, make it a point to have dinner together more often. It is easy to let outside activities dictate your schedule and interfere with family time. If they do, it is critical to find other times to communicate and connect. When my boys were younger, driving to and from activities was a good time to do this. I turned off the distractions and focused on the connection.

# Effective Communication Strategies

## **Additional Postings:**

[Management Practices That Can Lead To A Toxic Workplace](#)

[Stop Letting That Difficult Person Ruin Your Day](#)

[Blame Someone Else Day](#)

[Words Hurt](#)

# Stop Letting Difficult People Ruin Your Day



## Do Difficult People Ruin Your Day?

It's the end of the day and you're exhausted, frustrated and wondering if this is what your work has come to. You hear yourself describing how some difficult people ruin your day. If anyone else talked like that, would you wonder why that person continued to work where they do?

## Why Are You Letting Difficult People Ruin An Otherwise Good Day?

Understanding why some people become more difficult or negative, and when they are more likely to act that way, can prevent you from obsessing about that one difficult person to the exclusion of all the others who were quite pleasant and appreciated your work. By reflecting on your role in these difficult interactions, you will be in a better position to learn strategies to head off and/or counteract the stressful effects of these encounters.

# Stop Letting Difficult People Ruin Your Day

## Why Are Some People So Difficult?

Why do some people see the cup as being half empty instead of half full? The answers may lie in different areas, some related to the environment and some related to the "payoff" of using certain behaviours.

Some people learn very early on that the more noise they make, the more likely those around them will respond to their "squeaky-wheel" or "my-way-or-the-highway" approach. These are the people who enter our offices with complaints in hand and use their bodies and voices to intimidate.

Some people feel so hopeless and powerless in their life that they may develop the attitude of "what difference does it make?" These clients may be hard for us to work with, because they are often indecisive, resistant to change or have difficulty expressing their opinion.

## The Stressful Impact Of Negative Attitudes

Being stressed out is chronic in today's society. We often have too much to do, are running behind schedule or working with incomplete information. It takes a lot of energy to be positive, to keep things in perspective and to actively look for the good in someone.

The difficulty behind these attitudes and behaviours is that they are highly "toxic." We may be functioning just fine when we suddenly have to change gears and deal with someone else's difficult behaviour or negative attitude. This brings us down, makes us feel grouchy and out-of-control.

The next thing you know, we ourselves complain, grow stubborn and more negative or difficult. This bad attitude then ripples out to those around us, infecting them and becoming entrenched in the workplace.

# Stop Letting Difficult People Ruin Your Day

Fraught with difficult people and negative attitudes, our work environment becomes a daily scene of excessive finger-pointing, backstabbing and gossiping, higher rates of absenteeism, lower productivity and decreased quality of customer service. We let these behaviours and these difficult people ruin our day.

## Can We Stop Negative Attitudes And Difficult Behaviours From Rearing Their Ugly Heads In Our Workplace?

Unfortunately, the answer is no – but we can control how we respond and desist from (inadvertently) rewarding behaviours that shouldn't be encouraged.

The main premise to work from is that difficult people use negative behaviour to get what they want. It has worked for them before and they are counting on it to work for them again. Our goal is to stop rewarding these irritating behaviours.

To do this, we must understand what people expect to gain from being so difficult. Some want to feel more in control. Some want to feel important and listened to, and some want to avoid outright conflict, but will act out their annoyance or disagreement through other negative behaviours.

## Tips To Stop Difficult Behaviours And Reduce The Stressful Impact of Negative Attitudes That We Encounter In Our Daily Affairs:

1. How can we help someone to feel more in control? Well, we need to ensure that we have clear job descriptions, are not overloaded and have realistic expectations for what we can accomplish. Our teams should still be responsive to clients' needs and concerns, rather than caught up in red tape and "by-the-book" procedures.

# Stop Letting Difficult People Ruin Your Day

2. Even though it is very easy to give the impression to those we are talking to and interacting with that they are important to us, we often forget or ignore these simple strategies. We need to start with our body language. Have you ever been in a hurry and talked without looking directly at the other person? What message does that convey? Turn and face the person. Make eye contact. Be in the moment and treat each person as if they are all that matters.

3. Try and remember details about the person. Write them down and mention them the next time you're chatting. It is hard to be difficult with someone who makes us feel special.

## More Tips For Dealing With Difficult People So That They Don't Ruin Your Day...

4. Watch how you are communicating. Bring potential or recurring problems out into the open. Are you listening to people or are you formulating your answer while they are still talking? Are you raising your voice or becoming agitated? Ask clients if there is anything you can do to improve their visit – even when you don't want to hear their answer.

5. Give clients as much information as you can. I was recently waiting in an emergency room with my son. When the doctor arrived and began her assessment, she received an emergency page and quickly left. I was very annoyed, as my son grew restless. A nurse came by and said that the doctor had to deliver a baby and would be back shortly. That information was all that I needed to hear to make me feel better about the situation.

6. Look at the procedures that the person has to work their way through. Are you keeping them waiting, but expecting them to be on time? Make a realistic schedule, but if you are running behind, leave a message even if they may have already left for their appointment. It shows that you respect them and regret causing them any inconvenience. Can you offer them an extra service or a small token of appreciation for their patience – before they become annoyed by the delay?



# Stop Letting Difficult People Ruin Your Day

## Ways To Reduce The Stressful Impact Of Difficult People

7. What does your workplace environment convey? Is it comfortable, peaceful and engaging? Though the "extras" may seem unnecessary in accomplishing the business of the day, they may be just the things that clients remember. If you say you cater to families, does the environment of the office really convey that when clients with children walk in? There is nothing more stressful to a parent than to try and occupy a child in a confined space. Even being a few minutes behind schedule can upset the calmest of parents. To decrease the incidence of difficult behaviours and negative attitudes, make your workplace a visual, auditory and aromatic haven in their hectic day.

8. Get a feel for some typical reactions and attitudes that you may face and prepare yourself in advance to deal with them. Be sure not to reward difficult behaviours by giving in or backing off. For some personality types, you need to keep your composure, be assertive and know exactly what it is you want to communicate. Get comfortable with people who need to vent and express themselves – however, do not tolerate abuse.

*Try using the person's name to gain their attention when they are on a rant. Sometimes, you will get more useful information if you ask the person to write out the issue that concerns them, as there is less chance of the situation escalating into a 'big production'.*

9. Move difficult people away from problem identification and into problem-solving. Help them generate ways to improve the situation. When we are stressed out, we often have difficulty looking forward. However, if you hear the same complaints time and again, it may be that it is you (and not the client) who needs to move into problem-solving mode.

# Stop Letting Difficult People Ruin Your Day

10. It is essential that you take care of yourself. Dealing with difficult people requires extra energy and focus. Maintain balance in your life – be sure to have other pursuits that you can count on for pleasure and distraction. Eat properly to control mood swings and to feel more energetic. Cut out caffeine, which heightens our responses and makes us more sensitive to those around us. Get plenty of sleep – probably more than what you are getting now. This too will give you the energy you need to think on your feet and provide the extra attention that some people need. Have someone to vent to – but not so often and for so long that you alienate that person. Lighten up, have fun and remember to smile. All of these positive behaviours will buffer you against the effects of dealing with tough situations.

By understanding what people expect to gain from using undesirable behaviours, we are in a much better position to deflect and defeat the difficult behaviour and move the person from problem identification to problem-solving.

## When Dealing With Difficult People, It's Important That You Take Care Of Yourself

And we need to ensure that we are taking care of ourselves and maintaining our own sense of humour and balance. By using these tips, we may be able to stop difficult behaviours and reduce the impact of negative attitudes. And if you find yourself saying that what I am recommending will never work – well then, it may be time for you to reflect upon the negative vibes that you may be sending out.

### Related Posts:

[Dealing With Difficult Employees](#)

[Less Than Perfect Day](#)

[What You Think Grows Upon You](#)

# Supportive Conversations

Transform Your Thinking



## Supportive Conversations

"I never realized how prevalent Depression is in society...Very sad. We need to do more to combat this issue."

This was the feedback that I received after delivering a webinar to Human Resources professionals this past week. Though it was only an hour, we had a wonderful opportunity to cover the signs, symptoms, treatment options and stigma issues around Major Depression, Bi-polar Disorder and Seasonal Affective Disorders. For many, this was their first look and insight into what these three illnesses are all about.

And I agree with them, that it is sad that Depression still has such a detrimental impact on our workplaces and our communities.

# Supportive Conversations

One of the other comments received was around wanting conversation starters for HR professionals and leaders to begin the process of helping a colleague. This can certainly be a challenge for most leaders and especially HR professionals who are expected to be able to deal with this person effectively and efficiently. I find that the real issue is not really about how to start the conversation, usually, it's more about our fears and self-doubts and being able to confidently start these conversations. "What if I say the wrong thing?" "What if I make the person feel worse or even think about committing suicide?"

We need to get over our fears and we need to treat the person who may be suspected of dealing with Depression with the same confidence that we do when we suspect that a person may be dealing with other issues. When we use confidence and empathy, we are more likely to help the person open up, find their way, get support and move forward, then we would be to do more harm to them.

When you address the issues and offer support and information, you show that you value them and that they don't have to be alone in dealing with this issue.

## Case Study #1

Isaiah has been coming in late to work at least a couple of days a week and is having a lot of difficulty meeting his deadlines. He hasn't been 'himself' and has been getting edgy with his co-workers.

**Approach:** You may want to bring Isaiah into a meeting to check in and share what you have been noticing as atypical behaviour for Isaiah.

# Supportive Conversations

**Starters:** "Isaiah, thanks for coming in." "I know that it has been chaotic out in the offices with all of the changes and the new supervisor. I have noticed that you have been coming in late and are falling a bit behind and I am concerned that this extra stress may be part of the reason why, because this seems out of character for you. What do you think?"

It is important to identify the behaviour, but to also show that you are open to discussing the background and the feelings that Isaiah may be having.

## Case Study #2

Vanessa seems to be awfully distracted, hasn't been seen socializing in the lunchroom and looks as though she has been crying a lot of the time. When asked if everything is okay, she says that she is fine and that she just has a lot on her mind lately.

**Approach:** Find an opportunity to talk to Vanessa when she is away from her co-workers and in a more informal setting.

**Starters:** " Vanessa, I have noticed that you seem very sad these days and you have been staying to yourself a lot. I am here to listen and I would like to help if I can. Would you be okay talking about what is going on?"

# Supportive Conversations

One approach that I have used to encourage colleagues to open up is to let them know that I am concerned about what I see happening to them and that in my experience this sometimes means that the person is dealing with Depression. I let them know that Depression is not uncommon, as more than 1 in 10 people will experience it throughout their lifetime and that with stress playing a factor, it is surprising that even more people are not dealing with it. Often relating how common it is, helps people open up to exploring this issue. Sometimes even just referring to the symptoms that you know are involved in Depression, helps the person relate more to what they are experiencing, but haven't been able to pinpoint. (As an aside: There are some very good on-line Depression screening tools that can help you and your colleague further identify symptoms and issues. These can be especially helpful in detailing that information for their doctor when they are ready to go and see them.)

It is important, like in both of these cases above, to identify what you may have noticed to be different or of concern and open it up for conversation. Often people are ashamed or afraid to get into the way they are feeling mentally, so they may discuss more physical issues like having difficulty sleeping and/or experiencing more headaches or back pain, all of which can be signs of Depression. If you can, bring the conversation around to discussing their mood, their inability to focus and/or follow through, as this may help to separate out the illness of Depression from the blues or excessive stress which may not be as serious.

People are afraid of the label of mental illness. Often they have pictures of being locked up and drugged up. By letting the person know that Depression is common and that there are a variety of ways to treat and manage it, helps the person start to focus on some of their options. By letting them know that stress plays a role, and that often finding coping strategies to deal with those stressors, may help to reduce the symptoms, can be a relief for the person. This may be a good opportunity to suggest that they see their doctor and connect with your company Employee Assistance Program for further help. You may also be able to suggest some workplace programs or flexibilities that may help the person to stay at work with lower stress while they get further support.

# Supportive Conversations

When we talk about treatment options, it is often useful to compare Depression to Diabetes. For some people with Diabetes they need to make lifestyle changes to ensure that the illness does not progress further. They may need to watch what and when they eat and get more exercise. For some people they may need to do those things along with taking medications to help regulate their insulin and others may need to do all of those things along with taking insulin shots for the rest of their life. For some people with Depression, stress management, workplace accommodations and counseling on how to implement and deal with stress may be all that they need to successfully deal with the symptoms that they are experiencing. Others may need more support, such as a psychiatrist and others may need medications that can help to make their brain chemistry more effective and efficient at using its neurotransmitters so that they don't experience the detrimental symptoms of Depression. This comparison often helps to reduce the shame and fears around treatment, especially Depression medications.

Depression is complicated and it is not an easy road for someone who is experiencing it. Time does not just 'fix' the person like it does for someone who has a broken arm. Time often sees the person's ability to cope degrade even further. Early detection and intervention help the person regain their life more quickly and with fewer negative impacts.

In many cases, the person is not able to self-identify what is happening to them. Unlike the broken arm, the pain can impact them everywhere. They may not even recognize how far away they have slid from the person that they use to be. Depression ripples out from the person to their family and the people that they work with. The quicker that the person is supported and utilizing various treatment options and supports, the more successful they will be at returning to their work and family life. Being confident at bringing these issues to the light is the first step to creating a healthier, supportive workplace.

# Supportive Conversations

## Ensuring A Supportive Workplace Conversation:

- It is not uncommon to be nervous or emotional about handling this type of intervention. Breathe and do your best to keep your emotions under control.
- Approach your colleague in a caring and supportive way. This will carry into the conversation and your colleague will be more likely to trust and open up to you.
- Identify what you have noticed, especially how it is impacting their ability to perform at work. Be specific.
- Let your colleague know that they are not alone and that you care and will continue to support them. Reassure them that it is okay to talk openly about how they are feeling and that you will maintain their confidence.
- Know about the signs and symptoms of Depression, but don't diagnose the problem. Use these to open up the conversation and pinpoint what your colleague may be experiencing. Look for on-line tools that can help to identify the signs and symptoms further if necessary.
- Be prepared for surprise, anger, disagreement, defensiveness, denial or verbal attacks from the employee. Remain calm and let the employee express his or her feelings. Maintain control of the conversation and keep it focused on work performance. Be constructive and point out the areas that need to change, while emphasizing what can be done to improve or rectify the situation.
- Know and talk confidently about where help can be found within the workplace as well as within the local community. Discuss these as options that your colleague can access. Suggest alternatives within the workplaces such as a flexible work schedule while the person is getting help. Look for ways to increase support and decrease their stress.
- Remember that severe depression may be life threatening to your colleague, but rarely to others. **Don't ignore remarks about suicide.** If the person makes comments like "life is not worth living" or "people would be better off without me", take the statements seriously. Immediately call a counselor or community mental health specialist and seek advice on how to handle the situation. Your colleague may need to be seen by a doctor immediately to ensure their safety.
- Maintain confidentiality. A great fear of many people is that they will be labeled as 'crazy' by their co-workers and supervisors and therefore they keep the issue of Depression silent. The more the issue of Depression is discussed as a potential workplace hazard in general and is dealt with compassion and understanding when someone does come forward, the more likely those that are suffering with Depression will feel safe and access the help and supports that are available to them.



# Supportive Conversations

Leaders and HR professionals are in a unique position of being able to lessen the anguish of mental illness through supportive workplace conversations. These conversations are difficult and emotional, but absolutely necessary, to ensure that our colleagues are not struggling on their own and that they do not fall through the cracks of an imperfect mental health system. Start the conversation with everyone in your workplace. Provide opportunities to educate and discuss the issues surrounding mental illness by offering workshops, lunch 'n' learns, pamphlets and other reading materials to your leaders and colleagues. It is only through these positive and supportive conversations that we can ensure that everyone gets the help and supports that they need to get back to being happy and successful.

## **Additional Postings:**

[World Suicide Prevention Day](#)

[National Depression Screening Day](#)

[De-Mystifying Delusions and Hallucinations](#)

[How Can You Tell If It Is Depression](#)

[Posttraumatic Stress Disorder](#)

[Season of Darkness](#)

[Beyond The Baby Blues](#)

## Communication Guidelines

- Listen to understand** Do not ready yourself to reply, contradict, or refute. This is extremely important as a general attitude.
- Understand what is meant** Know that what is meant involves more than the dictionary meaning of the words that are used. It involves, among other things, the tone of the voice, the facial expressions, and the overall behavior of the speaker. Restate the person's feelings.
- Observe** Be careful not to interpret too quickly. Look for clues to what the other person is trying to say, putting yourself (as best you can) in the speaker's shoes, seeing the world as the speaker sees it, accepting the speaker's feelings as facts that have to be taken into account—whether you share them or not. Listen for what is not said.
- Put aside your own views** Just for the time being. Realize that you cannot listen to yourself inwardly and at the same time listen outwardly to the speaker. React to the message, not the person.
- Control your impatience** Listening is faster than talking. The average person speaks about 125 words a minute, but can listen to about 400 words a minute. The effective listener does not jump ahead of the speaker but gives time to tell the story. What the speaker will say next may not be what the listener expects to be said.
- Get the whole message** Do not prepare your answer while you listen. Before deciding what to say, keep listening, as the last sentence of the speaker may give a new slant to what was said before.
- Show interest and alertness** This stimulates the speaker and improves performance. Reduce distractions. Use feedback.
- Do not interrupt** When you ask questions, it is to secure more information, not to trap or force the speaker into a corner.
- Expect the speaker's language to differ** Do not quibble about words, but try to get at what is meant. When you feel something is missing, ask simple direct, brief questions.

# Personal Resiliency Action Plan

## Personal Resiliency Action Plan Start - Stop - Continue



- an insight into the various changes and challenges that are zapping energy and negatively impacting life, and putting you and your team at risk for burnout and other mental health issues.
- a clear understanding of the early warning signs and symptoms that are signaling that your teams may be at risk for health issues and burnout
- strategies and resources from the S-O-S Principle to design your own plan

So...what does your plan involve?

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2 \_\_\_\_\_

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**Effective Communication:**  
Strategies To Manage Communication Challenges, Bias, and Stigma For Fostering Mental Health and Productivity

with Beverly Beuermann-King, CSP

WORKSMART  
LIVE SMART

1

**BEVERLY BEUERMANN-KING**

Beverly works with people and organizations who want to CONTROL their reactions to stress, BUILD resiliency against life's challenges, and LIVE a healthy and engaged life.

**CONTACT**  
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2

Why most leaders struggle to deal with effective communication?

- ✘ Struggle with faulty assumptions about communication
- ✘ Impatient and don't listen to the intent to understand
- ✘ Unsure of how to be supportive and effective

WORKSMART  
LIVE SMART

3

How do we effectively inform and support our team?

**"Detect and Shift"**

4

**Where Are We Going?**

Principle #1    Principle #2

Principle #3    Principle #4

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LIVE SMART

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**Principle #1**

**Communication And Interpersonal Skills Correlate To Our Ability To Be Successful And Resilient**

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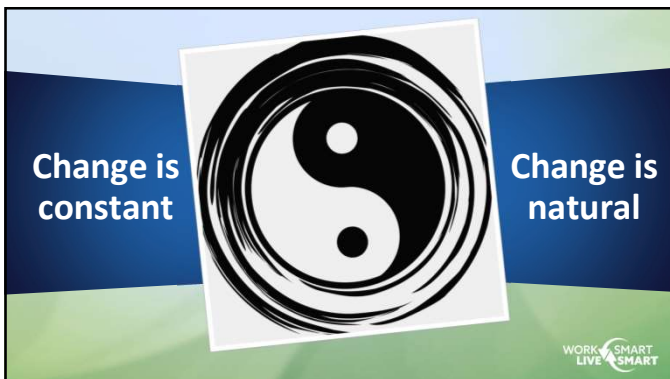
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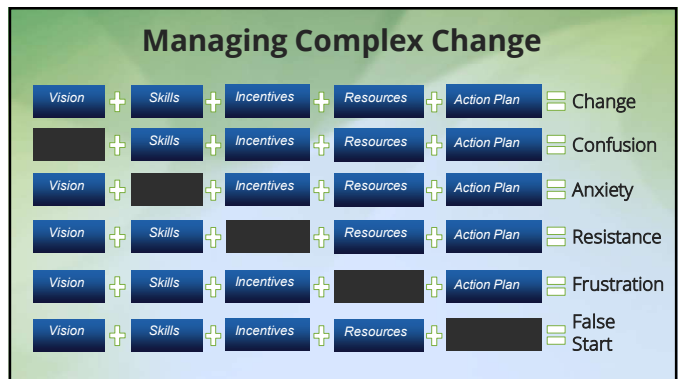
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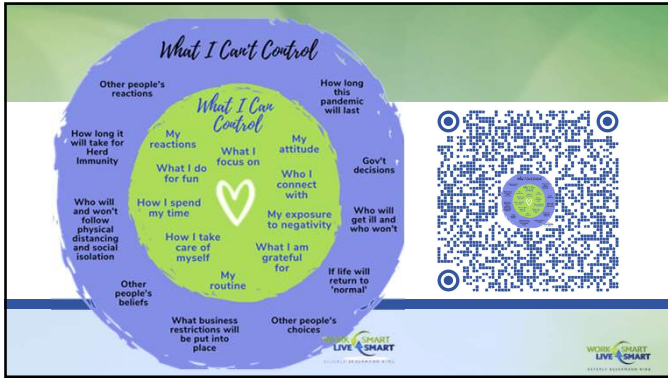
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**Principle #2**

**Communication And Interpersonal Skills Take Insight And Practice To Improve**

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**Interpersonal Communication Skills**

**The life skills used everyday to communicate and interact with others in our professional and personal lives.**

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**How Are We Going To Communicate?**

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**Verbal vs Non-Verbal**

*What comes to mind?*

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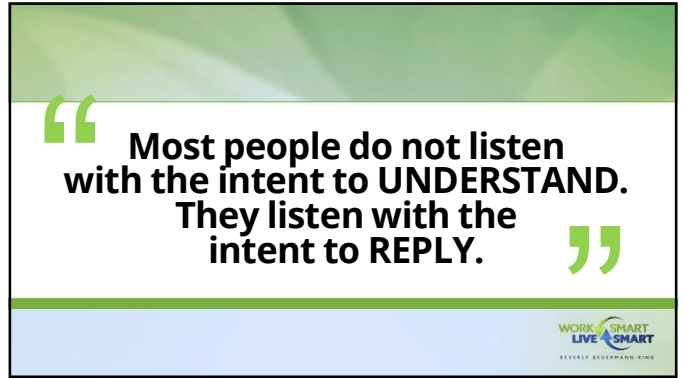
**Roadblocks To Effective Communication?**

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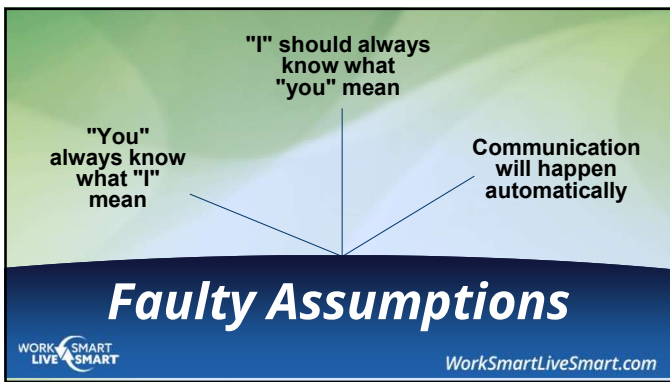
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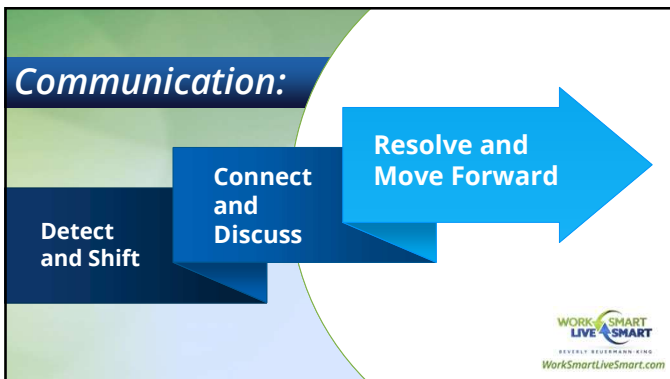
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**Principle #3**

**Some People Will Push Your Buttons**

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**People who rub against your top values are the people who likely trigger you the most.**

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**Communication Styles**

- Intuitive
- Thinker
- Feeler
- Sensor

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**Principle #4**

**If You Want The Dynamics To Change, You Must Be The One To Make It Happen**

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**Communicate With CARE**  
Four key components

Congeniality      Action

Reason      Engagement

**CARE**

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**Communication Rules**

- Rule #1: People Won't Tell You the Whole Truth Until They Feel Connected to You
- Rule #2: Ask Easy Questions First
- Rule #3: People Communicate with Stories
- Rule #4: Be Empathetic -- Follow Emotional Cues to Problems
- Rule #5: Never Make Assumptions

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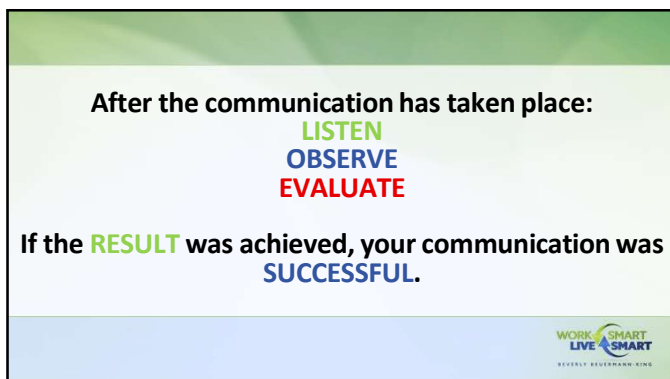
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# Q & A

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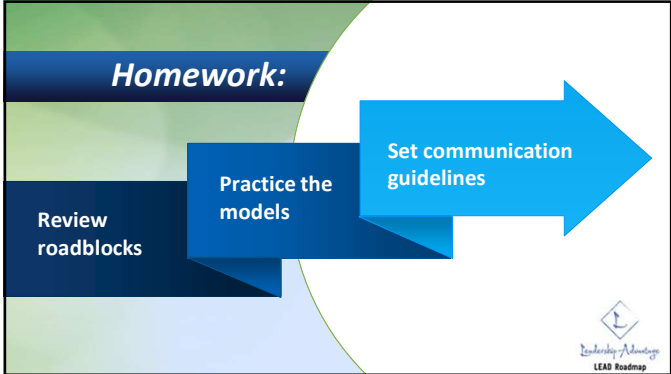

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**Homework:**

Review roadblocks

Practice the models

Set communication guidelines

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## Leadership Advantage [LEAD Roadmap]

Confidently terminate toxicity and elevate engagement in your team [without wasting thousands of dollars and time on the wrong strategies]

Investigate	Integrate	Inspire
<p>1 <b>Discovering Employee Needs</b> Get clear on what your employees want from their work to feel safe, secure, and successful</p> <p>2 <b>Building Resiliency</b> Define resiliency in the context of preventing burnout and increasing happiness</p> <p>3 <b>Terminating Toxicity</b> How to evaluate the issues that are creating a toxic environment for your team</p>	<p>4 <b>Managing Mental Health</b> Separate the myths and facts and address any stigma that may be negatively impacting your team</p> <p>5 <b>Dealing With Negativity</b> How to identify attitude and behaviour patterns within your team and implement strategies to effectively deal with them</p> <p>6 <b>Controlling Conflict</b> How to confidently turn conflict into productive discussions</p>	<p>7 <b>Holding Supportive Communication</b> How to establish communication strategies that effectively inform and support their team</p> <p>8 <b>Creating Rules Of Engagement</b> Define the rules of engagement within your team that promote safety, security, and success</p> <p>9 <b>Being A Beacon</b> Turn your knowledge and strategies into actionable steps for creating an engaged, happy, productive team</p>



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## Evaluation Select: FMI



<https://survey.zohopublic.com/zs/hMRrDG>



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[worksmartlivesmart.com/stress-wellness-resources](http://worksmartlivesmart.com/stress-wellness-resources)

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 A Recommendation Is Always Appreciated



**Thank You**



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Program Developed and Written By:



**B E V E R L Y   B E U E R M A N N - K I N G**

Beverly Beuermann-King, CSP works with people and organizations that want to control their stress, build resiliency against life's challenges, and live healthy, successful lives. Beverly translates current research and best practices information into a realistic, accessible and more practical approach through her dynamic stress and wellness presentations, on-line stress and resiliency articles, books, e-briefs and media interviews.

**Building Resiliency Through Stress and Wellness Strategies.**

**WorkSmartLiveSmart.com**

*Beverly Beuermann-King*

**Resources**

# Effective Communication Strategies

## Check out the Mental Health and Resiliency Infographics for:

- Building Social Connection In The Workplace
- Understanding The Blues and Other Mental Health Issues
- Health Habits of Happy People
- Finding Balance and Life Satisfaction

<https://worksmartlivesmart.com/mental-health-infographics/>

## Visit the WorkSmartLiveSmart.com website for:

- presentations for your team
- wellness programming ideas
- health and wellness celebrations
- blog posts and articles

## Connect with Beverly on:

- **LinkedIn:** <https://www.linkedin.com/in/beverlybeuermannking/>
- **Twitter:** #S0StoStress
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## Effective Communication Strategies

Recognizing Our Roadblocks  
That Lead To  
Lower Productivity and Drama

*Beverly Bevermann King*

