

...2, 4, 6, 8. How do you communicate!

How to avoid and resolve all common change communication problems

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Recently, I've been spending a lot of my time teaching how to deliver successful innovation. I've been using lots of puzzles and quizzes and it's given me an idea for this month's column. I intend to set you a short test on how well you communicate.

Are you sitting comfortably? Then let's begin... with a couple of easy warm up questions: (the answers are at the end of the article)

Warm-Up Question One

Please work out what are the next two in these sequences

- 1, 3, 5, 7, 9, ..., ..,
- 2, 4, 8, 16, 32, ..., ..,
- A, E, F, H, I, ..., ..,
- B, C, D, G, J, ..., ..,

Warm-Up Question Two

Two people travelling on a train, one person is incredibly bright, intelligent and brainy, the other is dim-witted, slow and stupid. They are sitting opposite each other and have a conversation lasting two hours and thirty six minutes.

Who learns more?

HOW WELL DO YOU COMMUNICATE?

Now let's find out...

Question 1

Scenario:

You have just discovered that as a result of the project you're running 75% of the people in the department will lose their jobs. However you need their help to deliver the project. Do you...

- A. Lie to everyone and hope you can bluff your way through it
- B. Tell them the bad news. They're grown ups, they should take it on the chin.
- C. Recognise that this is going to be as tough as 'getting turkeys to vote for Christmas'. Realise that the one thing you don't want to do is to surprise anyone since this could lead to an emotional reaction which then makes it impossible for you to communicate logically. You will plan a four stage process of: raising the issue, then providing the data and concrete examples, followed by trying to engage interest through questions. Finally you will allow them to help you build the solutions together. You know that using the technique IDQB™ is the only way to resolve a problem like this.

