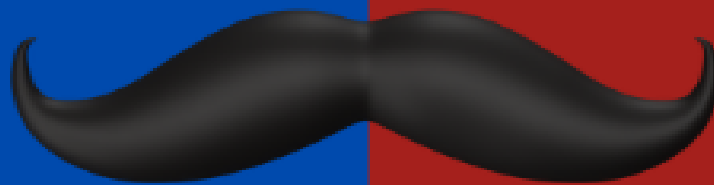


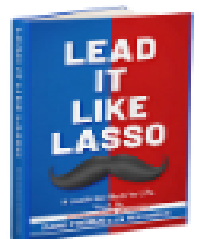
# Communication Guide

Leveling Up with Lasso



[LeadItLikeLasso.com](http://LeadItLikeLasso.com)

In the book *Lead It Like Lasso*, we raise the idea of creating your own personal communication guide to support better communication with the people in and around your network. In this brief, we share excerpts from the book and hope that you may find value in having a personal communication guide that you can share with your team, family, friends, etc.



Believe.

*Marnie Stockman & Nick Coniglio*

## Leveling Up with Your Own Communication Guide

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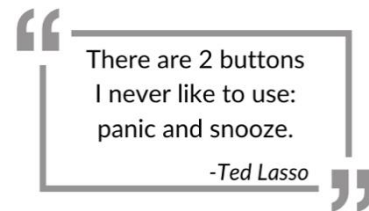
Understanding how best to work with others and how others can work with you is critical for any leader, or any individual aspiring to be a leader. Effective communication fosters an effective team dynamic and can help provide an early warning alert system for potential issues. In contrast, ineffective communication practices can lead to potential misunderstandings and unanticipated emergencies that throw you off course in an instant.

It is through communication that team members collaborate and cooperate on common goals, tasks, and tactics. This is why it is important to understand how to best work with others and how others can work with you. For that understanding, we believe in creating your own communication guide. Once created, we strongly encourage you to share your communication guide with your team and even your broader network. We think you will be amazed at the outcome as those around you understand your communication preferences.

There are two key elements to consider when creating your communication guide. The first is your own communication style. The second is your broader communication strategy and cadence.

Your style might include points like:

- Don't talk to me before 9 AM and coffee.
- Text first. Call second.
- I only check email twice a day.
- Please send messages by carrier pigeon.



Your broader communication plan will be more context/role specific:

- We will have 30 minute one-on-ones weekly where we will share...
- We will have department meetings on Mondays to discuss...
- We will have quarterly business reviews (QBRs) to review progress on our KPIs and SMART goals
- We will have family game night after our family meeting on Fridays (and all snow days!)

Communication plans can vary by context. For example, your preferred communication style or plan may look different when considering your work environment vs your family and friends. If you are ready to get started (and if not, please consider reading *Lead it Like Lasso* and look for Rule #6 – Defeating the Blank Page!), jump right in! If you need some inspiration, check out Marnie Stockman's (one of the authors of *Lead it Like Lasso*) communication guide below. Or if you don't need inspiration, play our game that follows.

## COMMUNICATION GUIDE

### CONDITIONS I LIKE TO WORK IN

I love working remotely. I like a clean desk and new notebook. I start my day with a walk and reviewing my plan that I made sure to create before I went to bed. I like to plan ahead and organize my work - which oddly enough allows me to be more flexible if something comes up. I love working creatively to solve problems.

While I prefer working from home, I can be found working nearly anywhere.

I am a checklist girl and appreciate the accountability of to do lists (and strategic planning is just an extension of this. I like to plan my work and work my plan)

### TIME/HOURS I LIKE TO WORK

EARLY BIRD



8-5



### BEST WAYS TO COMMUNICATE WITH ME

- During work hours, I like the first line of communication to be through Google chat. Unless you are on a call or some other event, I will expect a near immediate response as though I popped into your cubby if we were in an office. You can expect the same in return.
- If I am on a call and you need an immediate response, send a text message.
- If you want to hop on a call, just ask. If you want to schedule time for a project or something with a client, if my calendar is open, feel free to just book it.
- Email is best for any topic that will need to be referenced later. I am a zero inbox girl so I will reply

### GIVING AND RECEIVING FEEDBACK

I was a teacher and still am at heart. I take feedback well and offer it freely. If there is something I can do to help, please ask or let me know. I work fast and furious so advocate for what you need. I want to do what it takes for you to be successful

Any concern or issue should be discussed on a call. Texts and chats are tone deaf so if you think there is a problem or issue, we will talk about it not text about it.

Have a clever new idea? Share! A rising tide lifts all ships.

### THINGS I NEED

I love brainstorming with others to solve problems. I need some solo time to best digest and stew on issues. I need short breaks to grab healthy snacks throughout the day. I appreciate positive energy. I need my thinking time in the morning to charge my batteries for the day.

It might seem intimidating to create one from scratch. Feel free to steal ours. Or... if you are up for a quick game, we found this to be a fun way to defeat the blank page.

# GAME ON

**Step 1:** Fill in the table below. Think MadLibs or fill-in-the-blank. Don't overthink this. Put yourself on the clock for two minutes. Go!

Favorite nickname	
Adjective	
Noun	
Noun	
Number between 1 and 10	
Number between 11 and 20	
Time of day	
Time	
Mode of communication	
Adverb	
Adverb	
Noun	
Adjective	
Personal adjective	
Negative adjective	

# WHISTLE. WHISTLE.

Time's up! Head to the next page for Step 2!

**Step 2:** Now use your answers to fill in the blanks in order.

Communication Guide for \_\_\_\_\_ (favorite nickname)

Conditions I like to work in:

- I like a \_\_\_\_\_ (adjective) working environment.
- I like to have my own \_\_\_\_\_ (noun).
- I find it hard to work in \_\_\_\_\_ (noun).

The times/hours I like to work:

- I prefer my work hours to be \_\_\_\_\_ (#) to \_\_\_\_\_ (#).
- I work best in the \_\_\_\_\_ (time of day).
- It is best if you contact me at \_\_\_\_\_ (time).

The best ways to communicate with me:

- It is best to try to reach me by \_\_\_\_\_ (mode of communication).
- I read my emails \_\_\_\_\_ (adverb).

The ways I like to receive feedback:

- I like to receive feedback \_\_\_\_\_ (adverb).

Along with criticism, please also provide \_\_\_\_\_ (noun).

Things I need:

- Brainstorming sessions are important. I believe they need to be \_\_\_\_\_ (adjective).
- I am very \_\_\_\_\_ (positive adjective), so I work hard to avoid \_\_\_\_\_ (negative adjective).

Once you stop laughing at your clearly defeated blank page (Well done! You crushed it!), you can go fill in the blanks with your real answers. (FYI having something to review or revise kicks in the critiquing part of your brain, which can complement your creative part so just throwing something out there – even a silly something – is helpful!).

We have done this activity with families and teams. We would love to hear it if you share yours and how it has helped open lines of communication.

If you have any interest in building your own communication guide, we have provided a Canva template (free to use no sign-in required) where you can create and edit your own. Please follow this link:

[https://www.canva.com/design/DAFzIGjpidI/EHeroeIgrEaDrCV7Ky0iOA/edit?utm\\_content=DAFzIGjpidI&utm\\_campaign=designshare&utm\\_medium=link2&utm\\_source=sharebutton](https://www.canva.com/design/DAFzIGjpidI/EHeroeIgrEaDrCV7Ky0iOA/edit?utm_content=DAFzIGjpidI&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton)



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