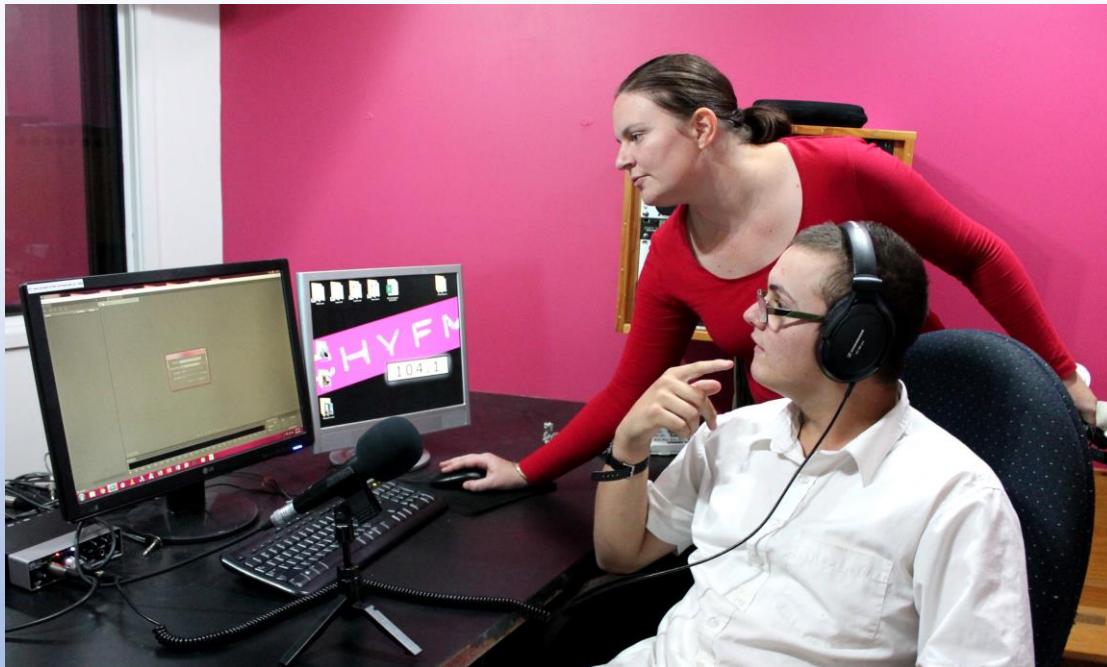


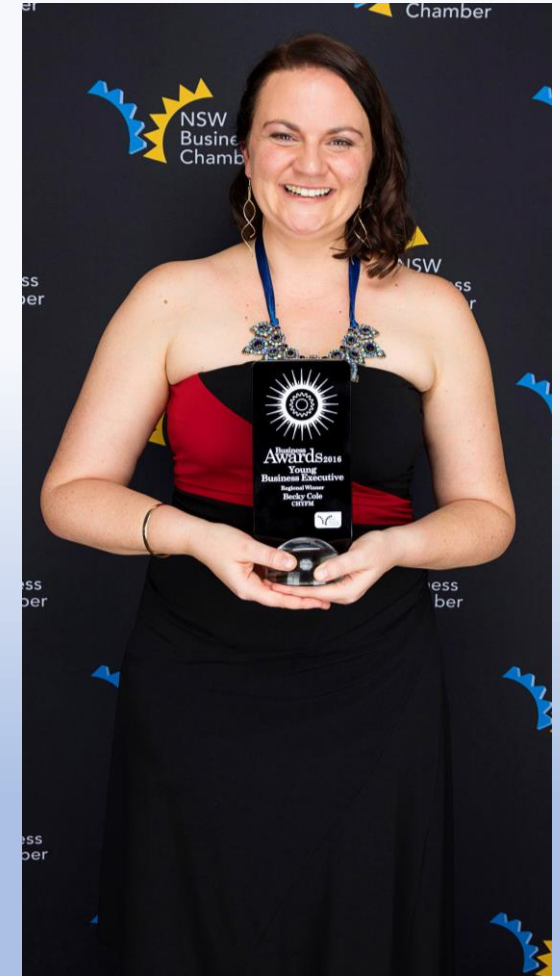
**“Create a healthy and productive
workplace via effective and inclusive
communication.”**

Becky Cole

Hi I'm Becky Cole,
I'm the Station Manager
at 104.1 CHYFM.



Australia's first youth radio station!



CHYFM Awards



Finalist – CBAA Awards 2016
Excellence in Community Participation

Finalist – CBAA Awards 2016
Excellence in Training

Finalist – State Chamber of Commerce Awards 2016
Becky Cole – Young Business Executive (under 35)

Winner – Regional Chamber of Commerce Awards 2016
Becky Cole – Young Business Executive (under 35)

Winner – Sunnys Business Awards 2016
Becky Cole – Young Business Executive (under 35)

Winner – NSW/ACT Regional Achievement and Community Awards 2013
Youth Leadership Award – CHYFM

NSW Premier's Award 2013
CHYFM

Luke Hartsuyker's Federal Member's Award 2013
CHYFM



**How do I
create a
healthy and
productive
workplace?!**

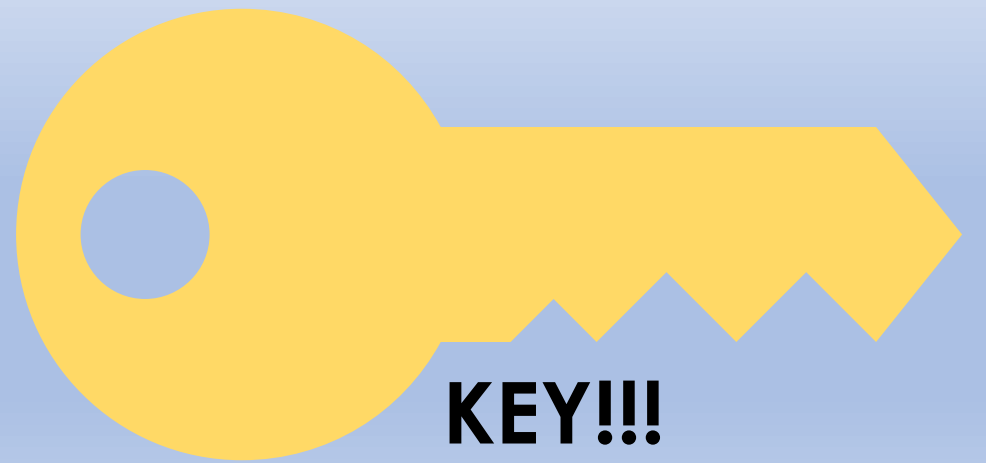
Sir Lancelot, I will need those
accounts finalised by Friday. THEN
we can all go crusading.





COMMUNICATION

is



KEY!!!

We specialise in communication

Our volunteers and workforce are multigenerational and are comprised of Gen Z, Gen Y, Gen X and Boomers! We also build confidence for people with disabilities including autism, cerebral palsy, social anxiety, depression, physical disabilities and more.

The whole alphabet...



Generation Z

[Born in 1995 or later]

Technologically driven and communicate using phones and tablets – They have used the internet and social media all their lives.

Gen Z's are resourceful, they want to make a difference and they want to make an impact.



Talkin' 'bout my generation...

Generational



**Gen Z only like
communicating
online...**



**53% of Gen Z prefer face-to-face
communication over instant messaging**

[statistics from the Millennial Branding and American Express survey]



Talkin' 'bout my
generation...

Generation Y aka 'Millenials'

[Born in 1980 to 1994]

Technologically savvy,
Gen Y's love humour and irony
and need to be consulted and
involved.

Highly entrepreneurial and are
used to instant gratification.

Prefer to communicate online



Talkin' 'bout my
generation...

Generational



Gen Y's are lazy...



Just like the Gen Z's, Gen Y want to make a difference and an impact.



Talkin' 'bout my generation...

Generation X

[Born 1961 to the 1980s]

They want structure and direction and they're not afraid to challenge others. They work hard and play hard.



Talkin' 'bout my generation...

Boomers

[Born 1946 – 1964]



Workaholics, who prefer to communicate in person.

Team players.



Talkin' 'bout my generation...

**Face to Face is STILL
the MOST IMPORTANT
FORM OF COMMUNICATION
when managing employees**



Get to know your employee...



Anxiety?

Stress?

Talk to them!



Developing communication skills for people with anxiety.

- 1. Breaking instructions down into steps or chunks.** For example, Short script examples of what to say on the phone can really help. Try using visuals where possible in any training material as Gen Z and Y are stronger visual learners.
- 2. Encouraging an open dialogue** about how anxiety and give feedback and positive reinforcement. Trust is paramount here. If your employee isn't used to open communication or just online communication they will suffer in silence and you will get frustrated in the meantime wondering why they aren't performing at their best!
- 3. Roleplay and talking it through.** Face to face you can practice a skill that your employee might be anxious about then use repetition and more repetition.
- 4. Keep it fun** – Gen Y's love humour and irony!



WOW!

Extra methods of connecting with Gen Y employees:

- **Hold a brief daily or weekly huddle to discuss priorities instead of just emailing**
- **Walk over to their desk from time to time to ask a question**

*It's been a stressful day.
Let's drink tea and talk
about what to do
tomorrow.*

**Don't be afraid to be
vulnerable
and ask for advice**



EMPOWER YOUR EMPLOYEES



Engage your crew in your Mission!



What is your mission? Do you believe in it?

Collaborate + Use Humour



Just like dancing, the more you work together – the better you perform as a unit – the more fun you'll have!



Be inclusive and don't be afraid of employees with disabilities and mental health issues.



If an employee has a learning disability:

Use plain language

Provide one piece of information at a time

Ask the person to repeat the message back to you to confirm they understand

If an employee has a physical disability:

Always make eye contact when you speak

Rearrange furniture or objects to accommodate wheelchairs, clear paths of obstacles

If you are speaking in a group, name the person to whom you are speaking

Speak in a normal tone of voice

If an employee has a mental health illness:

Get to know the person so that you can include the individual in social or organizational events

Be confident, calm and reassuring

If the individual appears to be in crisis, ask them to tell you the best way to help

Help in crowded, noisy environments or high-stress situations



People with disabilities are ALWAYS an asset to a business



We teach skills like face to face communication.

We help decrease social anxiety and actively build self-confidence.



We use a step by step approach to training, lots of repetition and all students end up with their own two-hour weekly show that broadcasts to 18,954 listeners a week!!

That's a lot. 😊 You can learn more at www.chyfm.com

If you would like to learn more about CHYFM either as an announcer, or sponsor or both, please come and say hello!!



Becky Cole
www.chyfm.com