



QUIZ #1 TEXT REPORT – COMMUNICATE EFFECTIVELY – “We Can Do New Things New Ways”  
Marybel Batjer, Secretary, GovOps Agency

**Personal:** To advance personal growth, skill or awareness:

1. I am more conscious of my listening behavior, my responses both in writing and speaking.
2. Verbal-Chores are home. Explaining the impacts to my kids for when certain chores are not completed. This helped to be more motivated in doing their chores.
3. I have been trying to become more of an active listener. This really helps me get the information I need from those in my personal life. I also try to be clearer in my texts to those in my life. I believe that a lot can get misconstrued via text message.
4. Did not apply
5. I applied these skills with my husband and instead of getting into an argument, we discussed an issue. First, I listened to understand, I stated his issue to ensure I understood, and then he did the same.
6. I try to pay attention to show that I am listening, speak and write clearly so that I communicate effectively. I also try to not be judgmental and respond appropriately.
7. I accepted constructive criticism from a friend that I had let down. Started the conversation but saying "yes, you are correct".
8. In my personal life I am already very effective at communicating and being open to new approaches. I welcome change and new ideas into my life.
9. To make my communication fun, open, inspiring, and learning experience for my daughters, I listen to my daughters first to develop better understanding what's going on and make them comfortable to share anything (do they need help, guidance, or just want me to listen).I learn a lot in this process. Communication is a key in every relationship.
10. Utilized these skills to effectively communicate with friends and family members.
11. I try and be more of a listener and understand the fully before developing ideas and solutions.
12. By listening to others objectively.
13. By implementing the effective communication attributes of listening, verbal and writing skills, I can calmly assess (listen) to the discussion environment (body language, tone, inflection, etc.) and apply appropriate verbal skill. If the message “sender” and “receiver” are communicating in writhing, ones you misses out on body language, tone and inflection, however, good writing skills can still shape the discussion to a uniform consciences.
14. By working with my daughter on school issues.



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15. I responded no above.
16. N/A
17. Coaching 14/15 year old girls at soccer - keeping positive tones during a long, hot weekend of soccer. Expressing belief in their abilities to succeed.
18. I spoke to a family member about an issue I had been putting off for fear of upsetting them.
19. Listening has always been harder for me so I try hard to stay connected to the present moment and practice empathic listening.
20. Used more open-ended questions (ex: Tell me more about that...How could we use that...)
21. Trying to set my automatic, lazy response of "no" aside and come up with a collaborative way to get to “yes”.
22. I use effectively listening skills to communicate with my teenager for awareness about her feelings, life and activities. This helps me understand where I can help her and where she is excelling on her own.
23. I looked at how I can be more open minded, and be more embracing of grander ideas. I talked about this with Henry (my husband) and it while it was confusing at first, the takeaways I shared with him are the need to have diversity of thought, and the desire to create a good solution for the both of us, as opposed to entrench in our way of thinking (yes before no).
24. Listening: Taking time to listen fully before formulating a response
25. Listening, speaking, and writing are part of the daily communication with my family.
26. My wife and I are working on several projects on our home right now for our new child. We often have different opinions on projects and what is priority. Last night my wife and I sat down and wrote out a list of projects for the house to complete before the baby comes and my approach with my wife was to "get to yes" rather than "get to no". We looked at our work schedules and made compromises on time to allocate for this weekend and we agreed on the projects we will complete.
27. It makes us think outside the box to figure out ways around the standardized norm, and let us think how we can accomplish yes. Yes because no may be the easy answer does not mean it is the correct one.
28. I apply these skills by how I communicate with friends and family. I practice self-awareness daily so I allow myself to think about my day and how I want it to look and what I want to accomplish. By doing this it allows me to become aware of my communication and how it is impacting others. I am an observer and my observations of others allow me to read into their body language to assess my communication style. I utilize my daily observations to continue to improve my communication style and to diagnose where my communication went wrong and use that as a learning lesson and to avoid repeating the same style in the future.



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- 29. N/A
- 30. Taking the time to see and understand other perspectives than myself, allows me to empathize and respond accordingly in writing. Listening empathetically and asking questions allows me to gather information to help the situation. Verbal skills are also based in part of understanding the context and responding appropriately. It can change everything
- 31. In writing I have always exhibited a desire to improve composition, grammar, spelling, etc. with the dictionary and other writing guides for styles such as Rudolph Flesch. Verbal skills have always been improved with encouragement to understand the other party and what they needed to know. The use of a good vocabulary and what the other party or parties would understand. Listening skills are important to deal with different personalities, particularly those who may be considered difficult. One cannot communicate unless one applies empathy and is on the same wavelength of understanding.
- 32. Communicate effectively are applied in my daily interactions with my family via text messages, clear directions or updates on appointments with my hubby regarding our kids dr. appointments. Also, the way the message is received affects the responses. For example, the tone and body language of the sender provides a lot of information to the receiver.
- 33. Considering self-talk as a way to empower myself to try for more things and open myself to new opportunities.
- 34. My son just began a new job and feels overwhelmed. I listened to him describe the first couple of days on the job, and tried to reassure him that with time, things will seem more manageable.

**Professional:** professional development or work related:

- 1. Being more aware and patient with my interactions with those that I interface with in my work.
- 2. Written-Providing background details and facts as to why something is needed or recommended. It eliminated several follow up questions to get to YES faster.
- 3. I am working on following up everything with an email. This assists with a summary of the call and to make sure that all parties received the same information from the call or in-person meeting.
- 4. Proposed moonshot for DWR regarding contract administration database. After the pitch, creating a written plan to communicated how I’ll investigate getting to yes before getting to no. Id which silos will get broken down as communicate with different contracting groups about the feasibility of such a tool.



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5. I am a trainer and last week we trained management on hot topics related to labor relations. In the beginning, we asked the supervisors/managers to create questions related to labor relations. We wrote the questions down and started a discussion on the various questions instead of answering them. I thought they would retain the information better by class engagement and having a discussion.
6. I provide feedback and actively listen to others and am thoughtful of my own body language and gestures to show that I am engaged.
7. I made sure I was really listening to what my team was suggesting. I walked into every meeting with a yes mentality and worked with them to see how we could make their ideas more efficient.
8. This is not how I live my professional life because I am used to people telling me I can't do things that I know I can do. For this reason, I think of no before I think of yes so I can arrive at yes more successfully with the people around me. I prepare for naysayers and have mental or written rebuttals. I started doing this when I was an academic in my writing and my professional presentations and my argumentation when offering an innovative solution is usually quite effective.
9. I listen to my team charter members, ask questions for clarity, sometime ask questions to shift the conversation to reach our goal, and encourage different ideas to accomplish task. I ensure all members feel valuable and comfortable to share their unique ideas. I also share my ideas verbally and in writing.
10. Utilized these skills to effectively communicate with coworkers and clients.
11. I try and think outside of the box. I understand the problem and the root cause of the problem and then think of all possible solutions to the problem.
12. By paying more attention to my communications skills around the workplace. Writing, verbal and listening has especially been rendered with a purpose.
13. I speak to many agencies at the local, state and federal level. To be an effective communicator in this environment, one must come prepared...do the research in order to add value to the conversation.
14. Working in negotiations with a vendor for contract execution on a particular business rule.
15. As a new supervisor, I'm growing as I learn to incorporate input that is sometimes conflicting into my decision-making process. I have a strong and very "opinionated" inner voice that can distract me if I do not apply active listening in meetings or one-on-one conversations with staff and others. I also make a point to express my vulnerability through honest acknowledgement of my failures, so that others do not fear taking risks. This doesn't work with everybody, but I think it helps.
16. Utilized listening and verbal skills to identify roadblocks with another department on project we are working on



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17. Many tough deadlines/tasks ahead - expressed to my team a positive approach and outlook to accomplishing these. Writing to larger team positive goals on collaboration and productivity.
18. During I interagency meeting, I waiting listened to another participant. This may not seem like much but I was eager to get answers to a few questions I had before the meter ran out on my parking spot. I apologized for interrupting and stated I was very interested in what was being shared but I was concerned about the parking meter expiring and asked if we could take a break so that I could "feed the meter" and not miss the conversation. Though I thought two individuals were monopolizing the group's time with personal stories, it was important to not de-value what was being said.
19. I use my writing skills every day since I do most of my communication in writing. I do speak with people over the phone and in person so I adjust my communication styles to meet theirs.
20. Actively seek to learn the "why" which people bring to the project or activity. This gives much better clarity to other's ideas.
21. Supporting co-workers ideas of change.
22. As an analyst, I need to listen objectively to understand current processes, write effective policies and notifications, and verbally present my findings to different levels of management and field staff
23. I was in a meeting where the topic of retention came up, and the difficulties of having people moving to other jobs, and the struggle to keep talent in the group. I suggested that in the interim, while the supervisor was trying to hire, that we brainstorm ways the other members of the team could help accomplish what needs to be done. I hope that it opens the door to further exploration of a solution like that.
24. Verbal: Restate what is being said for better and clear understanding.
25. Listening, speaking, and writing are part of the daily communication with my staff and coworkers.
26. I am working on a project that is impacted by legislation that changes the DMV databases by January 1, 2020. We have been having a challenge with a certain information services development team on understanding business rules and the scope of the project. I decided to meet with the team in a smaller setting rather than in the large group meetings we usually have to work on "breaking down barriers" and encouraging a good discussion on how to implement this legislation. I found that the smaller group setting let everyone relax and share more verbally and we came up with solutions for programming on the project.
27. In the workplace if a coworker or boss ask for something to be completed and it seems impossible, I ensure to take the next step and try to figure out how it can be possible. Again, while no is the easy answer, it is not the correct one and we need to challenge ourselves to overcome and innovate.



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- 28. I strive to apply these skills daily by communicating with transparency and genuinely with everyone. In my opinion, your position or rank does not dictate how you should communicate with others. When communicating with others, it is my goal to get my message across clearly so it is understood. We are all independently working towards our goals, whether is personal or career related, but in the end we need each other to accomplish greater, amazing things. We need to help each other to reach excellence towards everything we do in life. We all possess diverse skills that if we fail to communicate effectively, we will miss great opportunities to accomplish them successfully. We need to navigate through the channels of communication with a goal in mind and that is, continue serving others by working together and this is only accomplished by challenging the status quo and demanding change for the greater good.
- 29. I modified email responses to fellow managers to, a change in tone in the response that was sent.
- 30. Absolutely. No one wants to work with a negative naysayer. As an attorney, I often have to inform colleagues of what they may not want to hear. However, I am mindful of listening to what the problem or idea is and helping them in ways that I can. From July 16, 2019, I learned about listening with empathy. In turn, this impacts verbal and communication skills. I also see that it flows into written communications as well, naturally.
- 31. There were occasions in which another person may not understand a concept or just decided to be negative in the relationship with you. It was important to ask questions, showing respect and empathy to find out the other person's needs or concerns and then address them before attempting to convey your ideas and the problem to be addressed. This technique and other techniques to deal with people are important to learn and exercise in order to develop better skills in communications.
- 32. Replying to an email at work can carry impact at the workplace. By carefully crafting a well-written email message to inform and to engage.
- 33. I attended a difficult public participation hearing and there were a lot of really difficult public comments. I feel like this lesson gave me new perspective on how to handle the angry responses and feedback I was received.
- 34. As a member of Caltrans’s Policy Advisory Committee for the California Transportation Plan 2050, I attended the project launch meeting, and had the opportunity to hear perspectives from a diverse array of stakeholders. The committee wants the next transportation plan to be transformative, with a focus on people and environment, not just the transportation system.

**Innovation Project:** In the development of your teamed innovation project:

- 1. Listening and being open in team discussions.



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2. My written skills are improving as we use Slack to communicate. We will also be using Zoom meetings where I would need to communicate effectively to make sure the information is making its way to everyone.
3. When not getting responses in one platform follow up in another to get my questions answered. Break down my emails into bullet groupings as a way to make communication more concise.
4. I listened to the team, about the moonshot project and provided input based on their interpretation of the moonshot paper.
5. I make eye contact with others when working with my team and provide feedback without judgment.
6. I said yes to meeting, even if it is outside my normal business hours and inconveniences my normal routine.
7. In my Innovation Project I have worked hard to listen and be open to ideas that do not immediately resonate. Letting other people’s points of view sit with you before you share your own can help you shape your vision in more meaningful and collaborative ways.
8. I listen and respect my team ideas. I am inspiring them to share openly and become comfortable with team members so you can enjoy this innovation journey. I also share my team success and challenge with them to help them. To my team-Innovate, stay inspired, and create an inclusive environment for people statewide.:)
9. Through effective communication, I guided my cohort produce deliverables.
10. I am thinking of new ideas and products for our project.
11. I have not yet had the change to.
12. I have a sincere passion to enable state agencies to be prepared to support the citizens of California through thorough continuity of operations planning. My innovation enabler includes being well versed in the subject of continuity planning, thereby shaping other innovators to see the “interdependencies” that continuity is built upon.
13. Through the communication to others about our class
14. I responded no above.
15. Used listening and writing to craft a problem statement that captured the group's issues
16. During our last team meeting, I tried to play Devil's Advocate on team ideas, but kept comments positive and clear on what I was trying to do (foster ideas, critical thinking) and I think the approach was welcomed.
17. I shared my personal contact information with another Innovative Force member and invited her to contact me outside of business hours to share ideas, concerns, suggestions and/or questions.
18. I am learning listening is a big part of collaboration.



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19. By asking "why" to my own ideas it causes me to get to the core need, desire or fear behind my initial thoughts.
20. Stepping outside of my comfort level and setting my insecurities aside to participate fully.
21. Actively participating in the team so far has included verbally conveying my ideas or interpretation of an activity, writing an effective problem statement and listening to team member’s ideas and interpretations.
22. At the time of taking this quiz, I only communicated on slack with my team, so I didn't get to put these into effect verbally, but in writing I was able to put together a doodle poll and send it out, learn how to use the channels, and get a team meeting organized with the rest of the group for Friday 7/19/2019.
23. Written: Communicating via Slack for the first time. Slowing down to read with understanding and responding with clear and concise language.
24. Listening and engaging with fellow group members during initial discussions.
25. My team is incredibly smart and in the past sometimes in team meetings I am always looking to share my input rather than listening and seeking to understand. In our meeting this past Tuesday I worked on listening to each member and trying to take their input and provide solutions that help us to get to yes on our problem statement and moon shot project. I think active listening is so critical and being present as well because if you are always looking to interject with a comment you may not truly understand what your team member is saying and you will not understand what is being shared.
26. N/A
27. I believe that in order to communicate effectively you need to prepare and plan how you need to deliver your message effectively. This has required me that I continually study the environment I operate, get to know my teammates, that I study material related to the topic at hand, and develop myself professionally by studying topics that will further my career. Because have practiced these goals, and I have benefited greatly by seeing the results when I deliver my message because of the feedback provided from others has been positive. If we practice self-awareness, we are more connected with others and we are more aware of the impact we make. Recently, we were discussing our innovation priority and I feel I contributed with my input. Because I am naturally a leader, I tend to speak up more but I also need to allow others the opportunity to share what they think so we don’t miss opportunities where others can innovate with their expertise. This is my learning lesson when working with others.
28. N/A
29. Definitely. In a group of varied personalities, levels of experience and multi-faceted skillsets, I think that we learned to be respectful and appreciative of each other’s verbal and listening skills. This module will make us more aware of it moving forward. Some members are more



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aware of listening. Some are fantastic writers. Some are excellent speakers. Together, I look forward to us all improving each other for the team goal and training - and then only our State service.

30. Listened to other parties in the discussion group to understand their train of thought and concerns over the simple use of different words to express an idea. Formulated thoughts based on the use of understood vocabulary and thought patterns. Made sure that my ideas contributed value to the preferred concepts that were being addressed.
31. Always keep team members in the loop when they are unable to attend full day, sharing notes and contact information keeps communication channels flow openly.
32. Yesterday our team really came together to create a new mantra for our team. They're we're a lot of good ideas and by being open to others perspective we came to a consensus that was better than anything we could have individually come up with on our own.
33. The Wall Busters team is working on its problem definition as the basis for defining a moonshot to work more effectively across State organizational silos. I worked on a list of reference information from prior projects to help the team describe the problem and learn strategies from other efforts.

**Mind Blower!** Did you experience an epiphany, an “a-ha” moment, something of real value – to you personally:

1. The communication is easier and more fluid when I apply this extra awareness.
2. Reading a lightly paragraph patiently to eliminate confusion and misunderstanding. When first read the paragraph for the first time I was multitasking and not giving it my full attention. When I reread the same paragraph without being distracted it read differently and more clearly.
3. I do notice changes forming. People are more responsive, and I'm getting more accurate information when I properly ask what I'm looking for.
4. A problem came up with functional areas I had created. Instead of scratching the whole thing I proposed a way to work around the problem and challenged others to do the same. I framed it as let's float this idea out there and see if that kick starts other solutions.
5. The first day I was unsure how I fit into team 4, managing priorities amidst disasters as I am in an administrative function and not emergency services. I thought I wouldn't be able to provide much input/value but after last week, I felt like my skills and knowledge in labor relations/human resources plays an integral part in our moonshot project.
6. The way I communicate can affect the "Yes" before the "No".
7. n/a



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8. No
9. How much we have already accomplished! Great feeling! :)
10. With proper facilitation, our team can achieve great results.
11. n/a
12. Realized that by creating an open environment based on free-flow of ideas, new and original thoughts comes to light.
13. No
14. I changed how I would normally handle a particularly tense situation and rather than saying why we can't I asked how can we make it happen.
15. I responded no above.
16. N/A
17. When I noticed stress among the team (professionally and personally), I had the team take pause, focus on some positives, and communicate a positive outlook that seemed to work well.
18. I allowed fear of the unknown (what someone's response would be) to prevent me from addressing an issue and improving a relationship.
19. I feed off others energy and passions for their "why"
20. Nothing as of this moment; we are just getting started as a team, but I fully expect this will happen very soon.
21. I feel fortunate to work for a department that fosters an environment that allows for flexibility and encourages the exchange of information and growth.
22. I found it exciting that the Rapid Innovation technique could be used to craft a problem statement, when my previous assumption was that it was about developing an overall system, plan or solution.
23. Not with respect to this particular module. I was somewhat expecting more action items from communicate effectively, and this seemed limited in some ways for actual implementation of the concepts. I have been working on myself talk for a long time, but I think more often than not, I talk to others much more positively than I speak to myself. I've been aware of that for a long time (5 years or so now) and I am starting to finally see changes in myself talk.
24. People want to be heard and listening effectively and actively although it seems more tedious actually speeds up the process.
25. No.



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26. In the innovation project I was blown away with our problem statement regarding state silos. Just how big of an issue they are in terms of hoarding resources, duplicating work and leading to a work place that creates distrust and inefficiency. I have a great group that shared their experiences with silos in state government and I learned a lot and I am excited to get working on this challenge.
27. N/A
28. I experienced my a-ha moment when I realized that my team’s goal was mutual when innovating and when working towards advancing our State of California’s interests. When you have a group of individuals sharing a mutual goal, competition is gone and greatness and innovation take over.
29. N/A
30. I did see one team member who was a strong extrovert, indirectly question and put-on-the-spot a very shy member. At that time, I thought that she could benefit from learning about herself and how she impacts others who may not be like her. By listening and understanding the other person, and being a little more sensitive towards others, she could be an amazing leader.
31. The real value of the discussions were generally straight forward as a brain storming exercise, and were simply a process to get acquainted with the expertise and understandings of the parties involved. An epiphany may come later in the relationships, all of which appear to be pleasing and promising.
32. When you keep open communication channels, it fosters transparency and build trust consistently across the team or organizational level culture.
33. The panel yesterday really opened my eyes on how to approach innovation especially with those that are resistant to change. I realized that getting frustrated has not been helpful and that if I can listen to the issues/pain points presented by others in my organization I can work to create consensus and innovations that solve issues and get people on board.
34. I noticed that many parallels between preparing the CA Water Plan and CA Transportation Plan -- approach, challenges, opportunities, and the growing focus on sustainability and resilience.