



QUIZ #10 TEXT REPORT – COMMUNICATE EFFECTIVELEY – “One Government, One Language, One World”
 Kathleen Webb, Director, DMV

Personal: To advance personal growth, skill or awareness:

1. In order for communication to be effective there has to be a mutual understanding between two parties. In my daily communication with others, I ensure my message is understood and most importantly that what I communicate, is applied effectively daily. I apply these skills by doing this consistently and by being transparent, this way everyone knows what my expectations are. It is unfair to be unclear with others.
2. I am trying to become a more active listener.
3. Communicating effectively is pivotal in advancing your career. First, I must demonstrate effective writing skills in the statement of qualifications. Second, I need to be able to articulate how skills, experiences are best fit for the role. Third, listening to how the panel answers questions about the organization culture provides great insights to whether or not it would be a good fit.
4. Primarily around how I communicate with my wife of 37 years. There is always an opportunity to improve and apply these skills. Maybe listening would be the best skill for me to improve sooner than later.
5. Getting to know a new potential friend I’m practicing actively listening instead of waiting to say what I have to say next
6. I apply good listening and verbal skills to learn and understand from anyone I interact with, from my family to other parents.
7. One Language, One family, and we come first before me. I communicate with my family at their level. Seems like we do understand unspoken words too. Both my husband and I make sure when we communicate we create an open and respectful environment so all feel the valuable part of family. It's working great for us. We are growing together and making life more fun. :)
8. Seek to adapt my language and understanding in a way that is reflective and most comfortable for the person with whom I am communicating.
9. In order for communication to be effective there has to be a mutual understanding between two parties. In my daily communication with others, I ensure my message is understood and most importantly that what I communicate, is applied effectively daily. I apply these skills by doing this consistently and by being transparent, this way everyone knows what my expectations are. It is unfair to be unclear with others.
10. I have learned that these skills are not just related to work - but your personal life as well. All of them result in effective communication, which determines the quality of life and work. Thankfully, my husband is a clear thinker, writer and speaker. This helps me as well. I am more creative than he is which a good blend is.
11. I used written communication skills in drafting a cover letter that got me an interview for a new position. I was able to effectively communicate my strengths and fit for the position.
12. I SOUGHT ADVICE FROM MY WISE DAUGHTER TO UNDERSTAND HER “OTHER” FATHER AND ACTED ACCORDINGLY BY NOT DO SOMETHING I WANTED TO HELP HIM.



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13. I often ask advice from family and friends and apply the listening skill to understand their point of view and reasoning.
14. Having a common language helps in many areas of life, and being clear with everyone is important. Speaking a common language with my family allows for easier and more relaxed conversation with understanding.
15. We are one busy family - if we can't communicate well, and then stress increases quickly.
16. There may be conflicts in everyday life when one is involved in a dynamic organization. Therefore, there were instances in which specific ideas and programs had to be described efficiently and effectively in order to obtain a clear understanding of positions. If another person had strong feelings about an issue, it may be necessary to stop and hear them out, before you may be able to interject and explain your position. In any case, it is important to stick to the topic under discussion and deliver value in order to reach an agreeable sense of understanding.
17. After 6 years of teaching adults, I have learned so much about what works (and what doesn't) when communicating with diverse groups. In my personal life, I try to listen actively and engage in others' stories. Unfortunately, I am SO engaged that this means my friends try to get me to coach them through the state application process, so I'm never off the clock.
18. Being a preacher I understand the power of our words both written and verbal. It is also imperative that one listens to hear another individual rather than to answer an individual.
19. I regularly fail to communicate well with my family and continue to working on improving these skills in my home life. There's something about the difference between familiar intimate relationships and the professional arm-length relationships at work that account for my varying outcomes. I exhibit far greater patience and claim less ownership over my space at work, which may result in my ability to communicate effectively at work and less regularly at home.
20. I demonstrate written, verbal, and listening skills in my personal life by actively engaging these factors in life. I have found that the hardest of these to be active listening. Really trying to hear what the other person is saying is sometimes hard. I am continually working on this skill.
21. Communicating in various forms is key to building strong and loving relationships. My family continuously takes time to maintain our connection.
22. I can do better in applying these skills in my personal life, especially with my family.
23. When working with my wife in scheduling events on the calendar we use the same terminology for scheduling medical appointments for our children.



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Professional: professional development or work related:

1. I participate actively during meetings and I ask questions. I ensure I am gathering the most information out of a meeting and I don't leave with any misunderstandings. I always ensure that I am on the same page with everyone even if we at times we may disagree on certain topics. It is important to respect other points of view and be able to explain your position effectively without disrespecting others.
2. I am working on a project that will require strong writing skills as it will become a public document.
3. I'm developing an instructor guidebook for our new Learning Management System. Details instructions, step-by-step explanation of each feature needed to be written clearly and concise. When the classroom training takes place, instructors learning how to use the LMS will be able to easily navigate through the system smoothly.
4. Email is often leveraged too often because it is often easier to write an email than to have a face to face conversation with a peer or subordinate. I would like to spend more time working on my verbal and listening skills.
5. Editing instructions for a project I'm working on so that it'll make more sense to the end user. Collaborating via conference call with a consultant and how to use those collaboration skills in IP
6. Analyzing and communicating is part of my daily duties and require good listening, verbal and writing skills.
7. I always work with diverse team. I listen to other team members first to develop better understanding. There are multiple benefits of listening well: 1.They feel valued. 2. They feel part of team. 3. Build trust. 4. Opportunity to get to know team members and know their communication style. 5. Discuss or share success story to know their strength. Engagement is an important key. When we all are on same page we communicate at the same level, respect each other, collaborate without fear, then we make things possible.
8. Recently used collaborative techniques like this with my work team. Got excellent results to the point that team members mentioned a noticeable difference for us all.
9. I participate actively during meetings and I ask questions. I ensure I am gathering the most information out of a meeting and I don't leave with any misunderstandings. I always ensure that I am on the same page with everyone even if we at times we may disagree on certain topics. It is important to respect other points of view and be able to explain your position effectively without disrespecting others.
10. Absolutely! This training program has inspired and motivated me directly and indirectly to improve my writing, verbal and listening skills. It is changing me in many positive ways and on different levels, for which I am very thankful. Working on these fast IPGCA teams allows all of us to exercise these skills in a flexible and agile environment. This we can take back to our work now and in the future.



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11. I used Verbal communication skills in a meeting with stakeholders last Friday. I worked hard to deeply listen their concerns and communicate next steps and how they can be involved in processes moving forward.
12. I’M SENDING EMAILS TO UNDERSTAND THE REASONING BEHIND MY WORK GROUPS ISOLATION FROM OTHER DEPARTMENT EMPLOYEES.
13. Communicating changes or updates via email requires good writing skills, gathering information for analysis requires all skills, and presenting new ideas requires good verbal skills
14. Developing clear tools to communicate the status of projects is very helpful. I've worked to make sure everyone (the State, USACE, WSAFCA, and others) is using consistent references to project titles and elements of projects so we can be sure we're talking about the same pieces of the projects. I did this prior to the video, but this video speaks to the ultimate importance of doing that!
15. I coordinate a lot of projects and have to use in person meetings, emails, phone calls, and one-on-one conversations several times a day. I use emails and notes to summarize verbal conversations to make sure we're all on the same page.
16. At times, in a work group, many dynamic and intelligent ideas for discussion will be presented. It can be important to listen to the expression of different members to gather a sense of the group to understand their preferences and concerns when dealing with an issue. The leader of the group will want to include the important thoughts of each member in a brainstorming session and aim to conclude the effort of developing a plan. Conflicts can be resolved through a common discussion of each issue and a decision made with what thought pattern will represent the group.
17. I have voluntarily expanded my role to include outreach on LinkedIn where I am able to listen to candidate concerns and have open and real conversations with them about the position. I can use the messaging feature to share photos of our building, maps of the area, and information about the position. This is so much more effective than phone communication.
18. In meeting with our director this week I was able to effectively communicate regarding our division and morale and very sensitive situations.
19. Expanding on my last answer, what gets me into trouble in both settings is my tendency to think out loud and my prevalence for humor.
20. Initiated a discussion among colleagues to work through and agree on the use of terminology related to water accounting, water budgets, and water balances.
21. I demonstrate written, verbal, and listening skills in my professional life through every day work, meetings, and projects. I have to have strong communication skills in order to be successful in my job. I have to be clear concise and effective in written and verbal skills and the hard of the skills is to be an active listener. Really listening to the coworker, employee, or project team to have a clear understanding of the root cause or issue, their point of view, or validation of their ask takes time to hear them and not to just listen.



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- 22. Reaching out through conversation, electronically and work efforts to continuously provide support and awareness on projects is key to success.
- 23. I write policy and procedures that provides steps for the end user to use when processing applications as well as write correspondence to customers and provide verbal explanations. I also apply listening skills.
- 24. On Business Requirements Documents I have worked with my colleagues at DMV to create standard templates for vehicle registration database changes.

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

- 1. I communicate what I learn during my meetings with my team. I participate with my input and I ensure I ask others for their input, (especially those who don’t feel comfortable participating). It takes a diverse group of people with different backgrounds and skills to accomplish greater things. We need to leverage from one another if we want to achieve excellence.
- 2. I am a team lead for my group. I am practicing my leadership and speaking skills.
- 3. I'm developing meeting agenda ahead of time, and then share with the team for additional input. On the meeting agenda, we capture short debrief from previous meeting, decisions need to be made, upcoming action items, and roles with responsibilities. This keeps team on track and focused.
- 4. Trying to define our moonshot has been difficult. During the last session, we completely rewrote it because we did not think it was innovative and concise enough. Fortunately, one team member brought some material from another collaboration project. The material provided us with the foundation for what was important and achievable. It also clearly articulated what the other collaboration project was trying to achieve. We were able to apply much of this content.
- 5. Helping edit our presentation to the champion’s summit. Trying to learn how to engage each other on conference calls
- 6. Listening is important since I am new to government and verbally expressing my ideas contributes to the development of our product. Create an open and safe environment where team can discuss and share their ideas, listen to other team members, communicate well, ensure all team members are on the same page, and move forward with one best idea together to achieve their goal. One Language, One Government serve our people together and make our One World beautiful and peaceful place. :)
- 7. Will do so with our next encounter



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8. I communicate what I learn during my meetings with my team. I participate with my input and I ensure I ask others for their input, (especially those who don't feel comfortable participating). It takes a diverse group of people with different backgrounds and skills to accomplish greater things. We need to leverage from one another if we want to achieve excellence.
9. The IP has provided more creative opportunities to practice these skills in a flexible forgiving environment. We are working together, listening and respecting each other's views and skill sets, and improving our overall communication skills.
10. In our group we worked really well to communicate our different ideas in developing questions for our champions. It's critical that we can communicate what information we need from our champions in an effective way.
11. AT THE LAST TEAM MEETING, I TRIED TO GET ANOTHER MEMBER TO PROVIDE POSITIVE FEEDBACK PERTAINING THE PROJECT OUTPUTS.
12. Listening skills are important to learn about how government works and to gather information from team mates, verbal skills are needed to communicate ideas to the group during collaboration.
13. Making sure everyone is listened to, and making sure I understand the references people make to the project we're working on is very important to me. We're working on developing an app, and while this is a new area of information for all of us to take in, we're also developing the same vocabulary set through it all!
14. I tried to use this with our team. Slack helps, but can be more conversational. We're good at agendas, not good on follow-thru/action items or meeting recaps.
15. The same principles just discussed would apply for the plans developed in the study group to be presented to the entire Cohort. The idea is to develop a working collaboration that will accept and understand proposals that may apply to the work group's goals. A good, clear communication of ideas is important in this development.
16. Active listening when you're bursting with ideas is HARD but I'm working so hard on it!
17. Active listening is critical within our group. By listening attentively it allows all involved to be heard.
18. I contributed major components to our innovation priority problem statement thanks to my compositional skills.
19. Shared with Team 5 member's ideas from the CA Biodiversity Council for improving alignment among agencies -- goals, guiding principles, practices, tools, and organizational framework.
20. I demonstrate written, verbal, and listening skills in the innovation project by strong communication skills as in my professional life and through every day work, meetings, and projects. I have to have strong communication skills in order to be successful in my job. I have to be clear concise and effective in written and verbal skills and the hard of the skills is to be an active listener. Really listening to the coworker, employee,



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or project team to have a clear understanding of the root cause or issue, their point of view, or validation of their ask takes time to hear them and not to just listen. Make sure all the team members are heard!

21. We are in communication with team calls, slack, email and phone to keep each other connected, informed and updated.
22. I listen and pay attention when working with the team and provide clear feedback.
23. I think on our conference calls on zoom we have done a good job talking about our problem statement and moon shot project using terminology that is accessible and not abstract in state government.

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

1. I have been working on a project at the bureau level along with other managers. One of our deliverables was to conduct brainstorming sessions and I suggested a team building activity to get staff engaged, the power of why. By doing that, it ensures staff think about what is drives them and to find more meaning into what they do. It forces them to question the type of work they do and the difference they make in the lives of others.
2. It is important to really listen to others feedback and be able to effectively elicit their opinions and ideas in a collaborative project such as this one.
3. My nine year old daughter realize her super power. :)
4. Its once again, all about communication and inclusion!
5. Communication has to be timely and thoughtful. I have continually experienced that when you communicate with a goal in mind, that is, a positive view of the relationship based on preserving the relationship, your outcome will always be good.
6. I'm sorry. I have not experienced this epiphany yet for this module. I have to contemplate this more.
7. An epiphany developed when it was realized that the efforts of the Cohort were truly going to be accepted by senior management. It was noticed that management really wanted to hear from Cohort developments in order that a true change could occur during innovation recommendations.
8. Using two separate electronic communication hubs makes it difficult to stay caught up with group efforts that go back and for between them.
9. Used ESRI Story Map application to report accomplishments and progress in the implementation of an Open Water Data platform.
10. I think that everyone needs to be heard and how to make sure that is done. Actively work on that to develop the best solution or idea.



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11. Communication in various forms is the reference to language that is critical for success.
12. I apply these skills every day at work and need to work on applying these skills in my personal life.
13. BRD templates for sure. I learned that what the business side and IT side think of technical writing varies differently and that can mean huge discrepancies of understanding of project scope.