



SARA CAPUTO
CONSULTING

CLEAR IS KIND

How clear communication boosts productivity and wellbeing in every single corner of your life.

Sara Caputo, MA
www.saracaputoconsulting.com

Definitions of Clear is Kind



An unspoken expectation is a resentment waiting to happen.



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Mind reading and assumptions



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Mind reading and assumptions



Not defining who is doing what, by when, and in some cases how it needs to get done

Communication Is a Productivity Tool

Clear is Kind is the intersection between communication and workplace efficiency.



How Often Have You Said...or Heard...?



Let's get this done

How Often Have You Said...or Heard...?



Let's get this done

Do a good job

How Often Have You Said...or Heard...?



Let's get this done

Do a good job

Communicate more

How Often Have You Said...or Heard...?



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This needs to get done soon

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This needs to get done soon

We need to work on that

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Let's do something about this

How Often Have You Said...or Heard...?



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We need to work on that

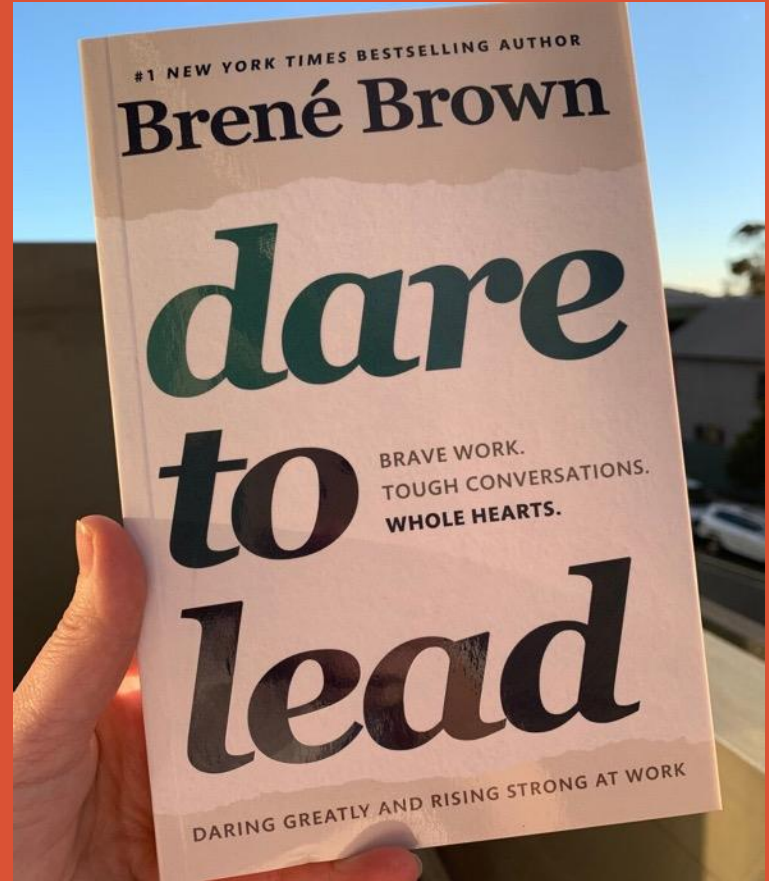
Let's do something about this

I need you to do a better job



**"CLEAR IS
KIND.
UNCLEAR IS
UNKIND."**

- Brené Brown



#1 NEW YORK TIMES BESTSELLING AUTHOR

Brené Brown

**dare
to
lead**

**BRAVE WORK.
TOUGH CONVERSATIONS.
WHOLE HEARTS.**

DARING GREATLY AND RISING STRONG AT WORK

Draw a Picture of a Bank



- You have *30 seconds*
- *Nobody is judging* your artistic abilities

Ready.... GO!



Which Did You Draw? Put it in the chat!



Examples of how Unclear is Unkind



- *Workplace expectations*
- *Employee reviews* – being clear with WWW/CBB (employees should always know where they stand with you as the leader/manager)
- *Time out of the office* – are you 100% on or 100% off or somewhere in between?
- *Training / learning expectations* – document and communicate
- *When giving feedback / when giving recognition*
- *When asking a child to do chores* (or a partner)

Opportunities to add clear communication



- *Phone calls:* do you have a minute? Is this a good time?
- *Emails:* Yes, received, will get back to you by noon tomorrow.
- *Meetings:* Purpose and agendas – always!
- When setting *boundaries* for yourself.
- When having that hard conversation “*crucial conversations*”

From *Dare To Lead*



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We have to get clear with ourselves FIRST on what is uncomfortable and find a way through it in order to be clear and kind in our communication.

When we don't have solid communication or all of the facts, we create stories ... because we're human!



Separate Facts from Stories



Facts

- An actual occurrence
- Something that can be proven by observation or measurement
- What we actually saw and heard

Stories

- Meaning we attach to facts
- Judgments, conclusions, attributions that we make from the facts
- What we think about what we saw or heard

4 MILLION COPIES SOLD

UPDATED SECOND EDITION

NEW RESEARCH • CASE STUDIES • RESOURCES

crucial conversations



TOOLS FOR TALKING WHEN
STAKES ARE HIGH

NEW FOREWORD BY STEPHEN R. COVEY

NEW YORK TIMES BESTSELLING AUTHORS
PATTERSON • GRENNY • McMILLAN • SWITZLER

*If you permit it,
You promote it.*



Your Way vs. Their Way



Communication	What is YOUR Preferred Way?	
Phone		
Text		
Email		
Slack		
Marco Polo		
Facetime		
In person		

Your Way vs. Their Way



Communication	What is YOUR Preferred Way?	What is THEIR Preferred Way?
Phone		
Text		
Email		
Slack		
Marco Polo		
Facetime		
In person		

Clear Is Kind is

JUST ONE TOOL

*in your Productivity
Toolkit.*



*If everything
is important,
then nothing
is important.*

– Patrick Lencioni



Urgent

Important

- 
- An illustration of an iceberg floating in a teal ocean. The top part of the iceberg is above the water line, while the much larger bottom part is submerged. A horizontal red line with a dot at the top of the iceberg's peak extends to the right, separating the two lists. Another horizontal red line with a dot at the submerged part of the iceberg extends to the right, separating the two lists. There are three white bird silhouettes in the sky: one on the left, one at the top center, and one on the right.
- Emails
 - Phone Calls
 - Urgent Matters
 - Scheduled Events
 - Meetings

- Long-term projects
- Things you don't want to do or don't know how to do—requires research
- Require others
- Things without a deadline
- Multiple steps and layers involved

Time Blocking

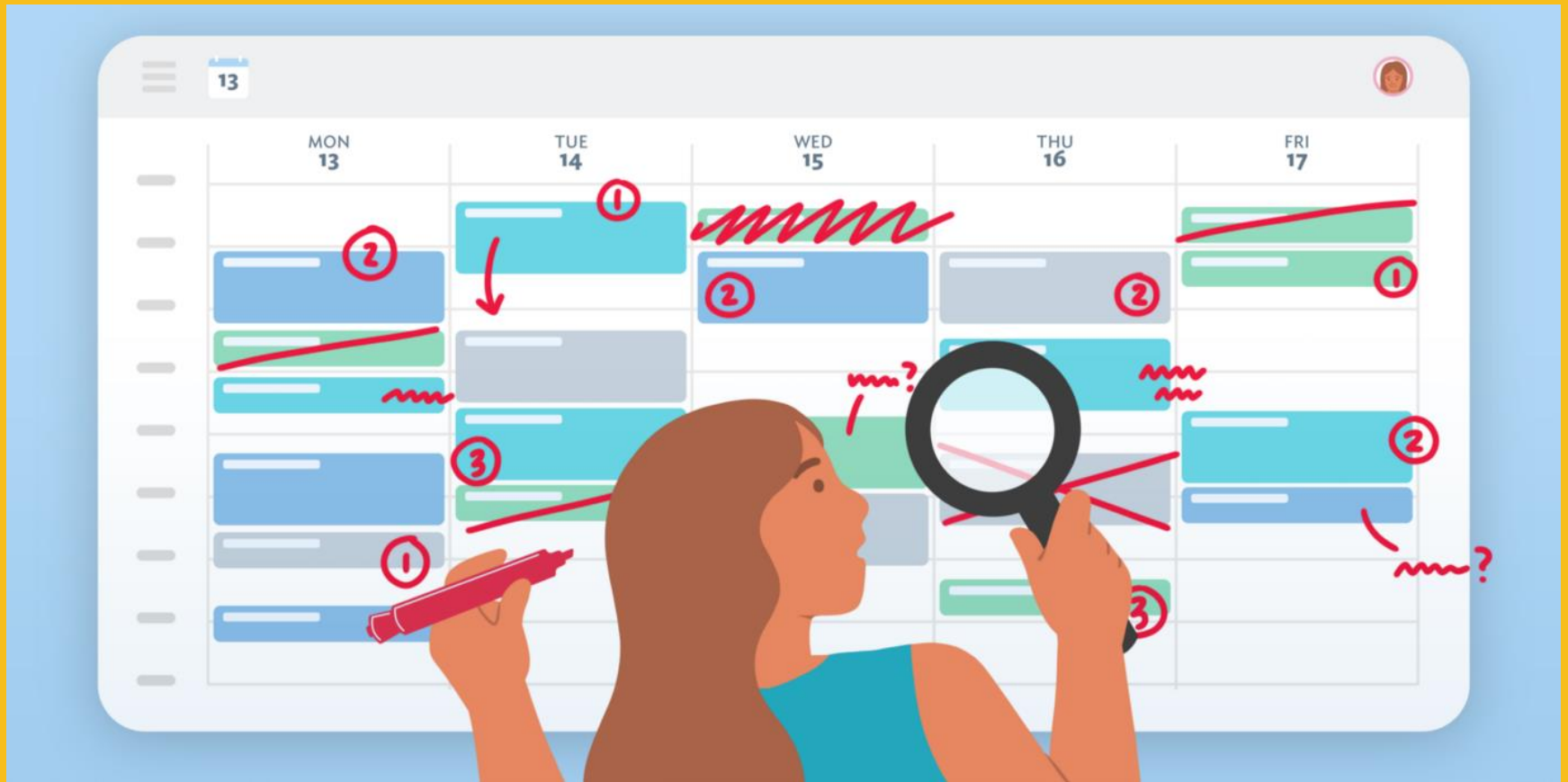


Planning +
Blocking +
Capturing
time for
Important
activities

***EVERY
SINGLE
WEEK.***



Re-engineer Your Day



Eat Your Frogs First + Earn Your Salary by Noon.



*If it's
your job to
eat a frog,
it's best to do
it first thing in
the morning.
And if it's your
job to eat two
frogs, it's best
to eat the
biggest one
first.*

— MARK TWAIN



PLAN
YOUR
WORK
and
WORK
YOUR
PLAN.

www.SaraCaputoConsulting.com

The Friday 45



Put It On Your Calendar



Or it will never happen!



THURSDAY JUNE 22

①

②

③

MUST DO

IF I have time

CALLS:

①

②

③

④

Use Verbs to Organize Your To-Do's



Action

- Diane
- Application
- Training
- PowerPoint for Presentation

Use Verbs to Organize Your To-Do's



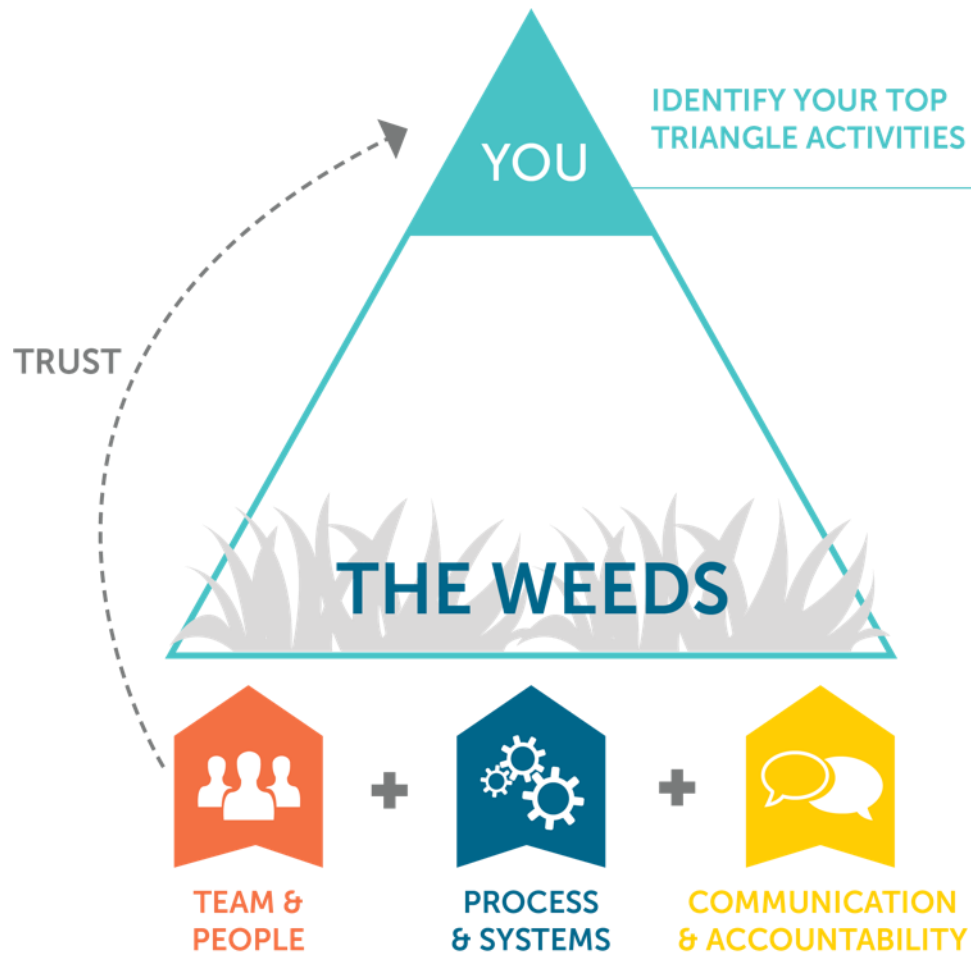
Action

- Diane
- Application
- Training
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Verb + Action

- *Call* Diane
- *Submit* Application
- *Outline 1st three steps* for training
- *Develop* PowerPoint for presentation

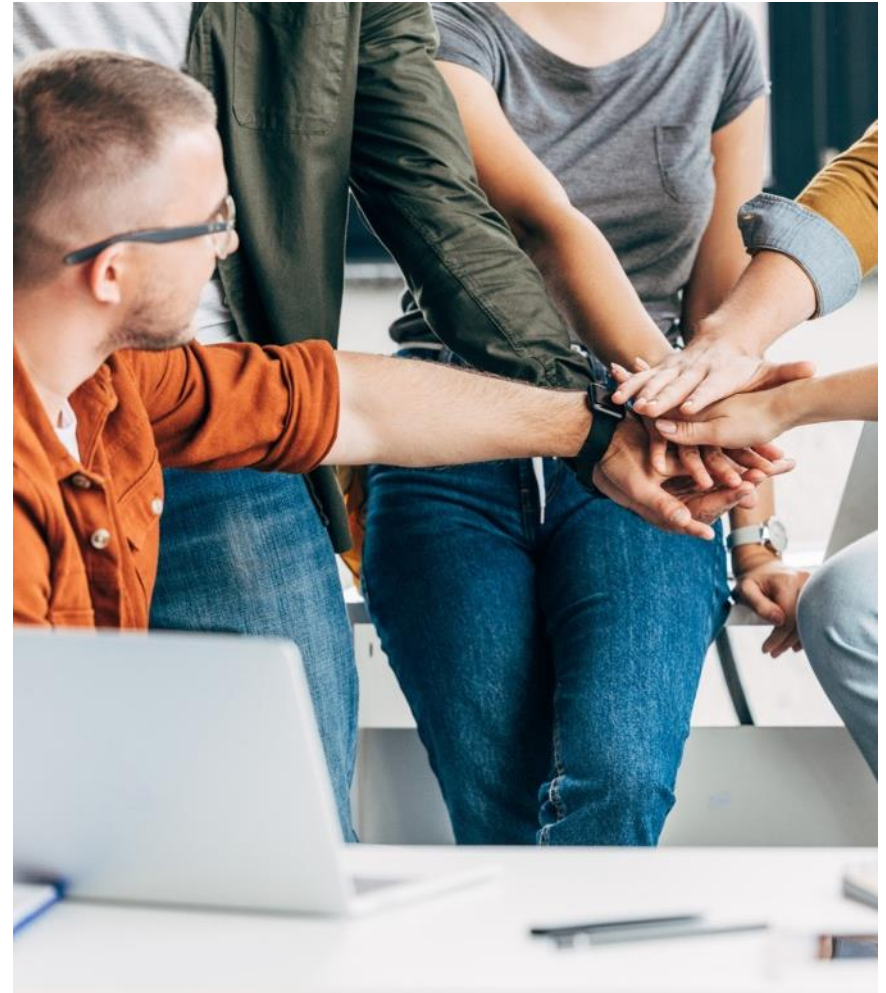
Where Is Your Energy Best Spent?



Team Kindness



- 1:1's
- Weekly meetings
- 30/60/90 strategy meetings
- Know your team's strengths and communicate through their top strengths



Clear is Kind – Expectations are EVERYTHING



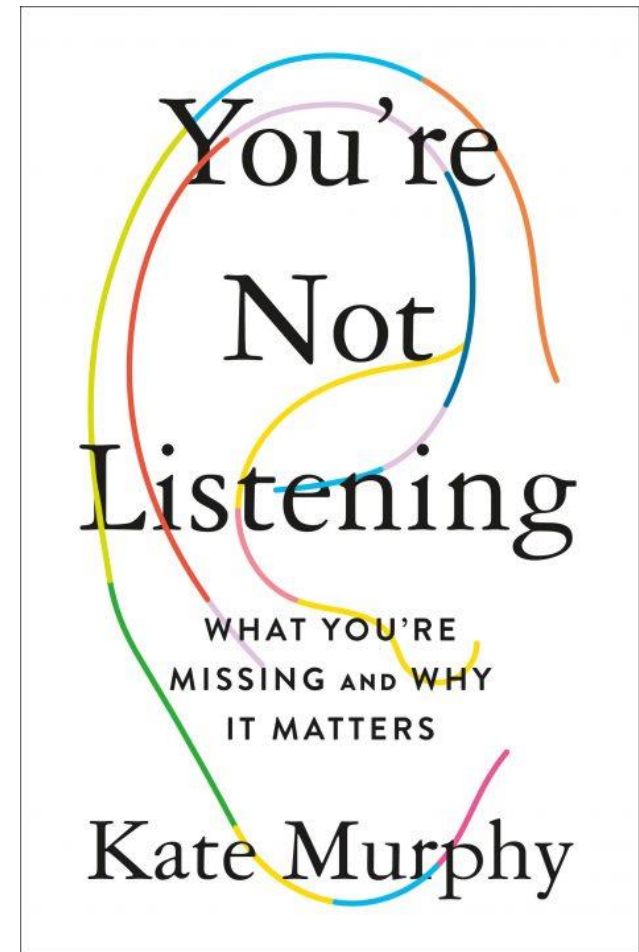
- *Frequent Feedback* is important
- *SMART language + goals*: specific, measurable, achievable, realistic and time-bound
- Inform the person you're talking with that *this conversation could be hard* – this is the epitome of kindness!
- Hit the *collective reset button* when needed with your whole team and have the **CLEAR IS KIND** conversation

Listening



Be a Solid Listener + Ask Good Questions

- “Help me understand”,
“What I’m hearing you say is this”
- Ask clarifying questions
- Listen to *listen* rather than respond.



Less “Sharp Elbows”: Communication Swaps



Instead of This...	Say This...
You should... Don't should on people	Have you considered....

Less “Sharp Elbows”: Communication Swaps



Instead of This...	Say This...
You should... Don't should on people	Have you considered....
You did...	I noticed....

Less “Sharp Elbows”: Communication Swaps



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Don't you think doing it this way is best?	How do you see it?

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You did what?	Help me understand...
You didn't <text me>	I feel...<frustrated, angry, sad>
Well at least...	Of course... Use Empathy Of course you feel that way, Of course that is frustrating, Of course that makes sense, Yes of course!



Trust Is Built When There Is Clarity



Trust prospers when you
and another are clear.

Curious

Inquire about thoughts,
feelings and actions.

Listen

Consider before
responding.

Encourage

Convey support
and compassion.

Acknowledge

Address what is
said or felt.

Remember

Recall likes, dislikes,
history and goals.

NATASHA BILLAWALA

How to connect with me...

SARA CAPUTO, MA

LinkedIn: Sara Caputo, MA

Instagram: Saracaputo

www.SaraCaputoConsulting.com

Sara@SaraCaputoConsulting.com



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CONSULTING