



Kerri Burchill's Communication Tips & Strategies

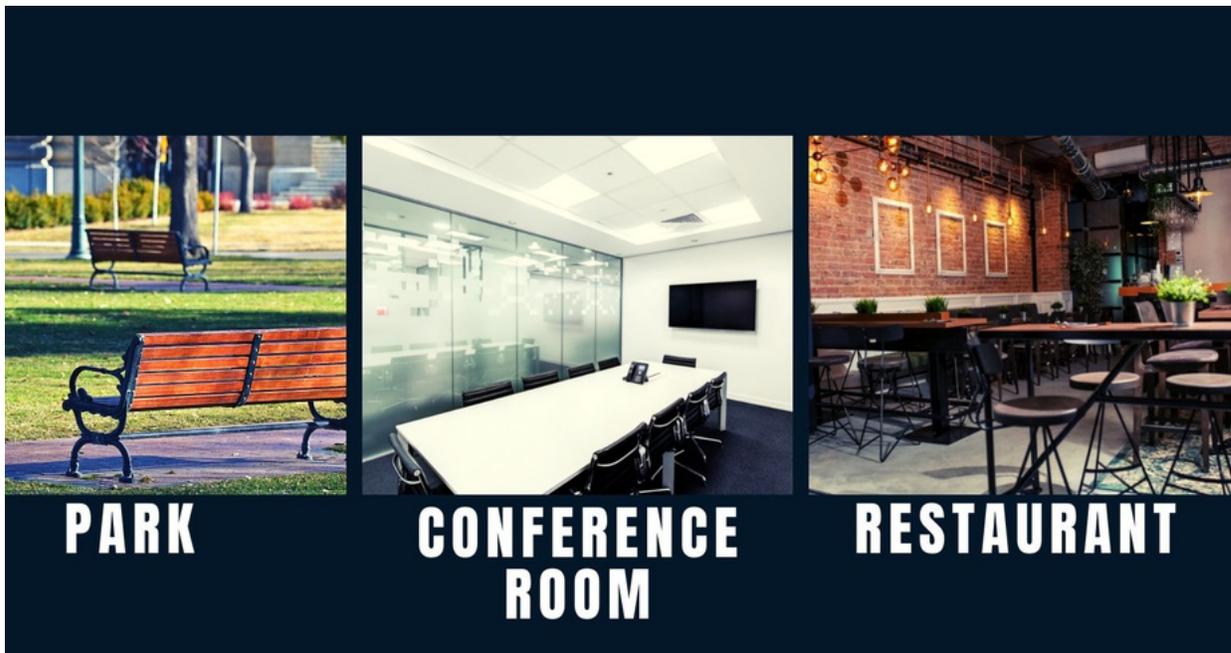
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Managing physical spaces

Where you host meetings has influence on what gets accomplished

The physical space of any meeting influences what gets accomplished in that meeting. Yes - physical space influences interpersonal dynamics. It is that simple. It is estimated that 93% of communication is nonverbal. How we manage physical space is a form of nonverbal communication.

Managing space taps into your emotional intelligence, specifically your social awareness.



People tend to behave better in public.

Interested in hearing more tips about interpersonal communication? Here's a description for an upcoming workshop on [how to have tough conversations](#). Message me to join the workshop on Jan. 6th, 1:00-2:30CST.

Check out some "shorts" (videos 60-seconds or less) on how to manage space:

- [Fiddle during communication](#)
- [Leaders' job is to help employees manage their anxiety](#)

Three tips to manage physical spaces

These tips are focused on managing space in a 1:1 communication situation

Tip #1: Leverage the "fiddle factor". Everyone has anxiety, to varying degrees. Give people an outlet for their anxiety with what I call "the fiddle factor." For example, I remember when I used to teach in NYC's "persistently dangerous" schools. I bought the jumbo size hot chocolate containers with the mini marshmallows. Those kids would dunk the marshmallows, fiddling through their anxiety, and share all sorts of at-risk behaviors that let me know how I could help them. Personally, I'm a tea junkie. I manage my anxiety by fiddling with my tea thermos, dipping the tea bag until it's the perfect concentration . . . you get the idea. Embrace the fiddle.

Tip #2: Get creative with public spaces. People tend to behave better in public. If you have a challenging personality, like a narcissist, the person may make a scene which simply gives you more data to highlight a pattern of behavior that is undoubtedly getting in the way of progress. Public spaces like a coffee shop or cafeteria are loud enough where you can protect the confidentiality of the conversation and benefit of a public space. And even better - meeting in a public space removes many of the distractions we would have had if we had met in the company's space.

Tip #3: Think through private spaces. Whose office is it? That office is typically associated with the person who has the most power. If not an office, how about a neutral conference room? Alternatively, flip the traditional supervisor/ team member meeting and go to your team member's office. See how your team member manages the space. Where does his/her anxiety pop up? Where does (s)he ask you to sit? How comfortable is that person hosting the meeting in his/her space?

More About Kerri's Professional Services



Kerri specializes in leaders and teams with interpersonal dynamics so that there is more trust and increased productivity.

Here is a list of a few of the companies Kerri feels honored to support in 2022:

- HireLevel
- General Cable
- University of Alabama Medical Center
- Southern Illinois Healthcare
- City of Carbondale
- ... and you!

Let's talk!

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