



**KANSAS
MANUFACTURING
SOLUTIONS**

Trusted Advisors for Growth

**Webinar
6.18.2020**

With KR-HR

PART OF THE  **MEP
National
Network™**

 **KANSAS
MANUFACTURING
SOLUTIONS**

Trusted Advisors for Growth

Five Effective Communication Approaches During Covid-19 and Beyond



Five Effective Communication Approaches

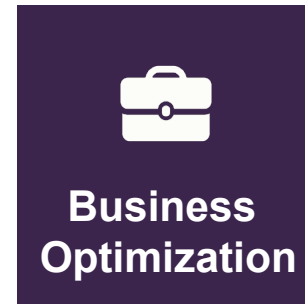
- **Everyone attending the webinar is muted. To ask a question, type your question in the Q/A text box using your GoToMeeting panel.**
- **We will ask questions, time permitting, at the end of the presentation.**
- **If there are questions that we are not able to get to, we will provide the questions and answers for everyone in a follow-up email distributed tomorrow.**
- **This webinar is being recorded. The link to the recording will be included in the follow-up email.**
- **Please check our website www.wearekms.com frequently for new webinars and events. (or register to receive our monthly newsletter)**

Kansas Manufacturing Solutions

Kansas Manufacturing Solutions (KMS)

KMS' mission is to grow Kansas manufacturing by delivering solutions to small and medium sized manufacturers with value driven results.





5 Core Competencies



Kansas Manufacturing Solutions

KMS has published third party quarterly surveys of KMS clients to ensure full accountability and a performance scorecard of certified value for the manufacturing customers we serve.

KMS' IMPACT on Kansas Manufacturers in 2019

	Increased/Retained Sales	\$181.8 M
	Jobs Saved/Created:	3,541
	Cost Savings:	\$8.3 M
	Increased Investments:	\$96.2 M

Five Effective Communication Approaches

During COVID-19 and Beyond

Background

Effective Communication's Impact on High Performance

- ▶ Employee engagement surveys consistently find that a majority of employees feel communication in the workplace could be better.
- ▶ COVID-19 has intensified this need



Effective communication in the workplace is critical to success

- ▶ It enhances relationships within the company and with clients
- ▶ It increases employee engagement
- ▶ Increases the overall effectiveness of a team

Failure to Effectively Communicate

- ▶ 70% of business mistakes are due to poor communication.



Next Steps



1. Create a Communication Strategy Plan

- ▶ Answer these questions
 - ▶ Why communicate?
 - ▶ Who to communicate to?
 - ▶ Communication objectives?

2. Strategy suggestions

- ▶ Communication starts at the top
- ▶ Be as transparent as possible
- ▶ Communicate regularly*
- ▶ Communicate often*
- ▶ Be honest
- ▶ Waterfall information
- ▶ Include everyone

3. Choose the Right Communication Medium and Setting

Mediums Rich → Richer

- ▶ Text and email
- ▶ Verbal - phone
- ▶ Zoom
- ▶ In-person

Settings

- ▶ 1:1 meetings
- ▶ Team Meetings
- ▶ Large company meetings
- ▶ Surveys
- ▶ Suggestion boxes

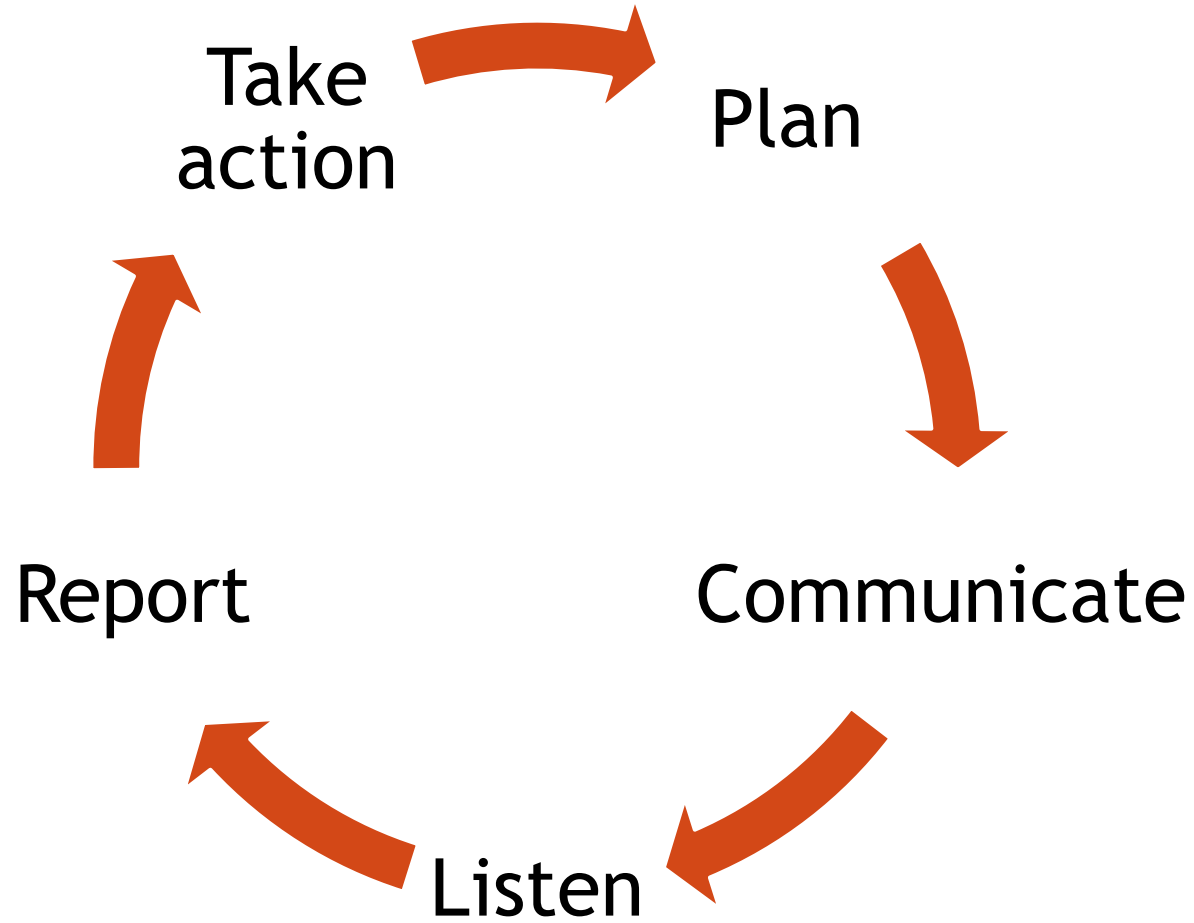
4. Create a Feedback Loop



5. Get Employee Feedback

- ▶ 1:1 meetings
- ▶ Team Meetings
- ▶ Large company meetings
- ▶ Suggestion boxes
- ▶ Surveys
 - ▶ Annual culture surveys
 - ▶ Pulse surveys

Conclusion



Q&A

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Final Notes

- **Additional content on company communications will be posted to the WEAREKMS.com website blog and the KMS newsletter over the next few weeks.**
 - *Subscribe to the KMS newsletter at the bottom of the WEAREKMS.com website to get this information automatically distributed to you when the content is published*
- **Replay information**
 - **Webinar follow-up/playback information will be distributed to you tomorrow via email**
- **6/25 Webinar. Keely Schneider, Executive Director of Workforce Partnership, will discuss Recruitment and Retention During Recovery**