

COMMUNICATIONS TOOLBOX

for Trade Show Workers

How can I use good communication...

To make a good impression. To be treated with respect.

- ✓ Be prepared & on time
- ✓ Have your toolbox
- ✓ Introduce yourself
- ✓ Make eye contact
- ✓ Call others by name
- ✓ Express respect, courtesy, care for the success of others
- ✓ Follow through on agreements

To get clued in when I'm clueless

- ✓ Ask the Lead or senior person: What's the plan? What's my role?
- ✓ Ask what's next
- ✓ Ask more than once if you have to—until you feel like you understand
- ✓ Ask to be shown if you're a visual person
- ✓ Say the plan back to assure you got it right
- ✓ Ask the best way to do the job

To know who's in charge

The company you sign in with should tell you who your lead person is. If they don't, ask. If an exhibitor or exhibit house rep is telling you what to do, go to your lead and ask him/her how to handle it

To build positive relationships.

- ✓ Have an open, positive attitude
- ✓ Learn names. Call others by name
- ✓ Bust out of cliques; get to know people different from yourself
- ✓ Ask questions
- ✓ Don't talk behind people's backs
- ✓ Help others get what they need

To deal with safety concerns. Make it safe.

- ✓ Make teammates aware of hazards
- ✓ Say "stop" and assess the situation
- ✓ Express your concerns
- ✓ Point out risks to those involved, lead, and shop steward
- ✓ Follow chain of command protocol
- ✓ Don't worry about looking dumb
- ✓ Ask for clarification, help

To deal with disagreements

- ✓ Make sure you're clear on the disagreement. What's the problem?
- ✓ Seek compromise
- ✓ Find common ground before focusing on differences
- ✓ Ask for help, guidance from more experienced or upper level
- ✓ Active listening—feedback what you're hearing
- ✓ Bring in a mediator, mutual friend

To deal with conflict, anger

- ✓ Take a deep breath, pause for a moment, regain your perspective
- ✓ Walk away and let it subside
- ✓ Use Passive listening (listen attentively without reacting)
- ✓ Active listening (“what I hear you saying is...”)
- ✓ Don't take it personally
- ✓ Tell the other person you want to understand the problem
- ✓ Feedback that you understand the problem
- ✓ Simplify things; lower the volume
- ✓ Take the individual aside; talk in private
- ✓ Don't make/ take it personal
- ✓ Name what's going on, how the behavior's affecting you, without anger
- ✓ Defer to rules or authority

To get people to be open to new ways of doing things

- ✓ First acknowledge their way; try their way

To keep it positive under pressure

- ✓ Focus on the goal; small steps