

Effective Communication

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September 27, 2023

2023 SYMPOSIUM
RESEARCH ADMINISTRATORS

Poll Question

- What's your go-to form of communication?
 - Email
 - Phone call
 - Microsoft Teams Chat
 - Video Call (Teams/Zoom)

Effective Communication Tips

- Email
 - Make sure communication is clear and concise
 - Bullet points if necessary
 - Best used if a large amount of information needs to be communicated at once and documentation is needed
 - Audience: PI's, Colleagues, Sponsors/Sub awardee's, Central Office
- Phone call
 - Best used to clear up misunderstandings (including misinformation and misreading of tone)
 - Let your personality shine
 - Audience: PI's, Colleagues, Sponsors/Sub awardee's, Central Office

Effective Communication Tips

- Microsoft Teams Chat
 - Best used for quick questions or check-ins
 - Time-sensitive requests (Due Dates)
 - Gif's are the best
 - Audience: Colleagues, PI's, and Central Office (if relationship allows)
- Video Calls (Zoom/Teams)
 - Best used for face-to-face communication
 - Putting faces with names deepens working relationships and communication
 - Audience: PI's, Colleagues, Sponsors/Sub awardee's, Central Office

Things to Remember

- Each person in the grant's life cycle is here to achieve the same goal
- Levels of knowledge are not universal
- “There's more than one way to skin a cat”
- We all have lives outside of UNC
- One bad interaction does not set the course for future communication

What are your tips for altering communication style based on the audience?

What do you do when no style seems to work?





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