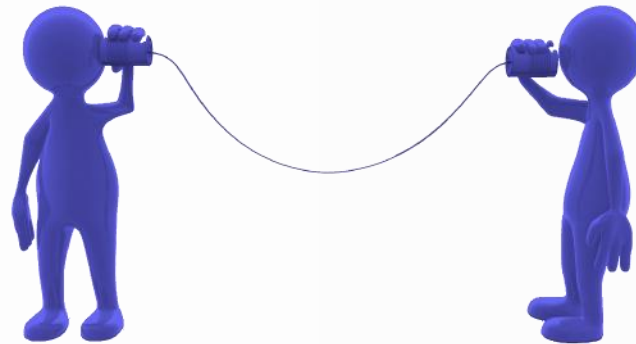


# SYMPOSIUM FOR RESEARCH ADMINISTRATORS

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## How to Communicate with PIs with **Confidence, Clarity & Credibility**



# How to Communicate with PIs

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## Presenters:

- **Lori Uttech-Hanson, Director, medRAMP**
- **Irina Diaz, Research Administrator**
- **Dr. Will Ricke, PI, Professor**

# How to Communicate with PIs

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- **Complex, stressful environments**
- **Many types of personalities**
- **Requires successful, collaborative relationships**



# How to Communicate with PIs

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## Learning Objectives: *Participants will...*

- Discover several key competencies for developing “connected” working relationships.
- Identify the most effective/efficient communication skills
- Learn “what works” from an experienced PI.
- Share successes or challenges and learn best practices.



# Key Communication Skills

- 1. Develop a relationship.**
- 2. Always keep your PI in the loop.**
- 3. Assess and communicate the “message”**
- 4. Don't give alternative facts or exaggerate or stretch the truth.**
- 5. Habitually come prepared and recognize time is precious.**
- 6. Be a problem solver. Know where to go for help.**
- 7. Seek feedback / debrief.**

# Skill 1: Develop a Relationship

- **Get to know your PIs**
  - Learn about PI's body of work
  - Preferred style of communicating and meeting
- **Build trust**
- **Create a positive environment (show interest and make time to be available)**
- **Examples from the Group**



# Skill 2: Always Keep Your PI “in the Loop!”

- **Be highly organized for your PI – use a formal project management “mindset”**
  - ✓ **Assign tasks – know who is doing what and when**
  - ✓ **Keep a formal communication schedule**
  - ✓ **Manage the “process” and share progress/updates**
  - ✓ **Provide information timely**



# Skill 3: Assess & Communicate the Situation

- **Assess the Situation**

- Be an active listener - pay attention to what is being conveyed
- Ask clarifying questions
- Paraphrase what they said to ensure understanding; Repeat as needed



- **Effectively Communicate the Situation for Action**

- What are the main points you need to be concerned with?
- How do we translate that message into whatever document or follow-up we need (email, meeting notes, report, PPT, memo, reach out)
- Deliver with confidence and presence -- how well do we speak, how well do we participate in the conversation, how do we convey?



# Skill 4: Don't Give Alternative Facts or Stretch the Truth

- **Assess the situation**
- **Get your facts right – be a researcher**
- **If you don't know, find out – seek guidance**
- **Cite policy language**
- **Don't “sugarcoat” or exaggerate – be honest**




# Skill 5: Habitually Come Prepared and Recognize Time is Precious







- **Keep communications clear, short, and specific**
- **Do your homework and be prepared**
- **Know what questions to ask**
- **Take time to set up systems, processes, and protocol for efficiency**
- **Provide a summary of your meetings**



# Skill 6: Be a Problem Solver!

**SIX STEPS FOR SOLVING LIFE'S PROBLEMS**



-  **1 TAKE RESPONSIBILITY FOR YOUR PROBLEM**
-  **2 AVOID MAKING ASSUMPTIONS**
-  **3 TURN YOUR PROBLEM INTO A QUESTION**
-  **4 SEEK ALTERNATIVE PERSPECTIVES**
-  **5 THINK IN PICTURES**
-  **6 PONDER OVER YOUR PROBLEM**

[IQdoodle.com/solve-life-problems/](http://IQdoodle.com/solve-life-problems/) CREATED BY ADAM SIENSKI  
DUBBED BY BARTOSZ KLESINSKI

# Skill 7: Consider Getting Feedback

- **Hold a post-project debriefing meeting**
- **Develop a feedback protocol**
  - ✓ Ask your PI to give you feedback – find out what went well and what processes could be improved
  - ✓ Express your appreciation for their feedback
  - ✓ Put feedback into action – grow!
- **Attend professional development to enhance communication skills**
  - <https://hr.wisc.edu/professional-development/>
  - <https://continuingstudies.wisc.edu/>



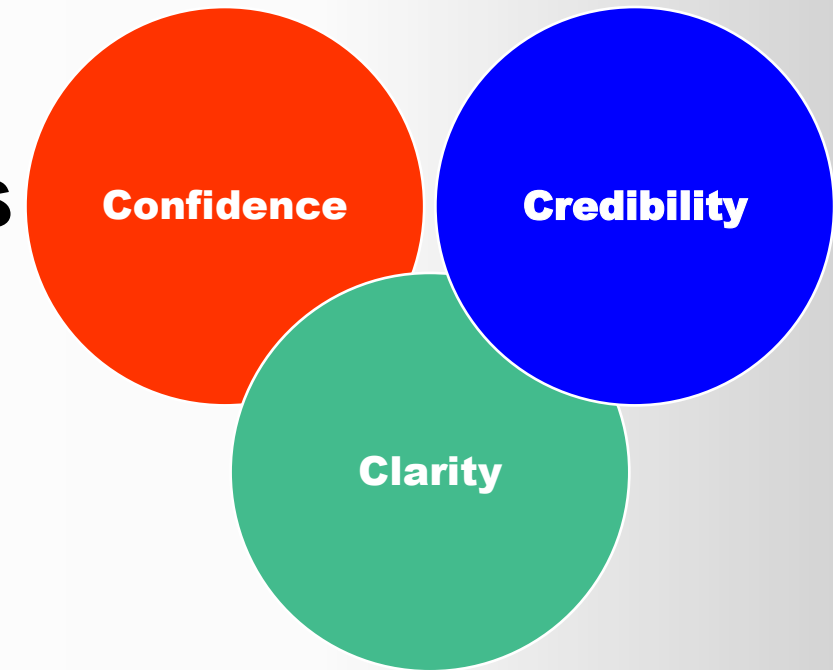
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# How to Communicate with PIs with **Confidence, Clarity & Credibility**

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- **What are some challenges you might have in developing relationships with any PIs?**
- **Share best practices and strategies that work in developing relationships with PIs.**
- **Questions?**



# CONTACT INFORMATION

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