Communication Meeting Kit

WORKPLACE COMMUNICATION PROBLEMS

When left unchecked, ongoing communication problems can potentially cut into profits, increase turnover and lead to mistakes that negatively impact the company's public image.

Ego attitude: One worker may want to take over discussions and prevent other members from speaking their minds. Another might refuse to lose an argument and accept that another person might be right.

Passive listening: Passive listening is simply hearing what the other person has to say without truly understanding it or empathizing. When people fail to listen, they are unable to truly comprehend the message which is being relayed. This then leads to misunderstandings and friction which could then deter the workforce from being creative and productive.

Cultural differences: Although there is diversity in the workplace, people still tend to be more persuaded by people from their same culture or backgrounds. Managers face the challenges of communicating with everyone as one cohesive team, while managing the dynamics involved in cliques and groups.

Poorly written communication: If materials are poorly written, messages might cause confusion and frustration amongst staff members. Make sure to always proofread your copy before sending it.

Lack of interest or motivation: When people are not interested in what is being discussed, or they lack the motivation to work hard, they are more likely to disregard or ignore your messages.

IMPORTANCE OF STRONG COMMUNICATION

Team building – Implementing effective strategies, to boost

communication will go a long way toward building effective teams.

Innovation – Where employees are enabled to openly communicate ideas without fear of ridicule or retribution, they are far more likely to bring their idea to the table. Innovation relies heavily on this and an organization which encourages communication is far more likely to be an innovative one.

Growth –By being joined up internally and having strong lines of communication you are ensuring that the message you are delivering externally is consistent. Any growth project relies on strong communication and on all stakeholders, whether internal or external, being on the same wavelength.

Strong management – The delegation of tasks, conflict management, motivation and relationship building (all key responsibilities of any manager) are all much easier when you are a strong communicator. Strong communication is not just the ability to speak to people but to empower them to speak to each other

BEST PRACTICES TO IMPROVE COMMUNICATION

Define goals and expectations – Managers need to deliver clear, achievable goals to both teams and individuals, outlining exactly what is required on any given project, and ensuring that all staff are aware of the objectives.

Clearly deliver your message – Ensure your message is clear and accessible to your intended audience. To do this it is essential that you speak plainly and politely.

Choose your medium carefully – While face-to-face communication is by far the best way to build trust with employees, it is not always an option.

Keep everyone involved – Ensure that lines of communication are kept open at all times.

Listen and show empathy – Communication is a two-way process and

no company or individual will survive long if it doesn’t listen and encourage dialogue with the other party.

FINAL WORD

Communication should be regular, clear, consistent, and strong. Lead by example and allow your employees to ask questions and provide suggestions.