Communicating Issues Meeting Kit



WHAT’S AT STAKE

Effective communication is critical to every aspect of a successful job. Being able to work safely especially relies on effective communication between everyone involved in a work task or on a job.

WHAT’ S THE DANGER

Communication problems in the workplace can have a negative impact on morale, productivity and interdepartmental working relationships. 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.

1. **Ego and attitude**

Often, teamwork is deterred due to one member’s attitude and ego. 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. Many times, these people will refuse to accept that they are part of the problem.

2. **Passive listening**

Passive listening is simply hearing what the other person has to say without truly understanding it or empathizing. Often, you will see someone talking, replying and interrupting other people instead of truly listening to what others have to say. 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.

3. **Cultural differences**

Today’s workplace has become more diverse, especially if your organization deals with international clients or has employees abroad. Although there is diversity in the workplace, people still tend to be more persuaded by people from their same culture or backgrounds, therefore, managers face the challenges of communicating with everyone as one cohesive team, while managing the dynamics involved in cliques and groups.

4. **Poorly written communication**

You may opt for different communication tools to get your point across such as

corporate desktop wallpaper software, newsletters, and memos; however, if your materials are poorly written, your messages might cause confusion and frustration amongst your staff members. Make sure to always proofread your copy before sending it.

5. **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. While this means that you certainly need to take a look at your internal communications, using tools such as corporate desktop wallpaper software, the intranet, and others can help you reach your staff members so that they feel more motivated and engaged in their work and in the organization.

HOW TO PROTECT YOURSELF

The importance of strong communication runs deep within a business.

Team building – Building effective teams is really all about how those team members communicate and collaborate together. By implementing effective strategies, to boost communication will go a long way toward building effective teams.

Gives everyone a voice –Well established lines of communication should afford everyone, no matter their level, the ability to freely communicate with their peers, colleagues and superiors.

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 – facilitating strong communication channels is key.

IMPROVE ORGANIZATION 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 of the project, the department and the organization as a whole.

Clearly deliver your message – To do this it is essential that you speak plainly and politely – getting your message across clearly without causing confusion or offence.

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. Take time to decide whether information delivered in a printed copy would work better than an email or if a general memo will suffice.

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

times. Actively seek and encourage progress reports and project updates.

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

One of the most difficult things to do on the job at times is to have honest conversations. These conversations can be uncomfortable. That being said, honest conversations about issues as they arise are critical to being able to work safely.