

COMMUNICATIONS IN THE WORKPLACE



Presenter

DENNIS DE PEIZA

Regional Management Services Inc.



The Importance of Effective Communications

Team Building

“ How successful a team, department or group functions is directly related to how effectively the members communicate with one another in group situations.”

Hendrie Weisinger, PHD, Author of Emotional Intelligence at Work.

DOWN SIDE OF POOR COMMUNICATIONS

- Interpersonal conflict
- Stress
- Higher absenteeism
- Low morale
- High turn over of staff
- Poor productivity
- Wasted money or effort
- Legal exposure

BARRIERS TO COMMUNICATIONS

- Faulty reasoning
- Poorly expressed messages
- Filtered messages
- Selective Messages
- Selective participation
- Status barriers
- Physical distance
- Organizational complexity
- Gender and cultural differences

HOW TO ACHIEVE EFFECTIVE WORKPLACE COMMUNICATIONS

➤ **Focus on doing the right things:**

1. Resolving conflict
1. Building teams
1. Solving problems

BENEFITS OF EFFECTIVE WORKPLACE COMMUNICATION

- Better relationships
- Less stress
- Greater job satisfaction
- Higher confidence levels
- Fewer miscommunications and misunderstandings

STRATEGIES TO IMPROVE WORKPLACE COMMUNICATIONS

- Develop a workplace culture and systems of communications
- Establish and maintain personal contact with staff
- **Improve listening-** Poor listening results in miscommunications, misunderstandings and other mishaps
- **Be receptive:** Be open to what others are saying or offering
- Ensure that there is clarity of information put into the system
- Develop systems for immediate feedback
- Highlight the positives

POLICY OF OPEN COMMUNICATION

- Open lines of communication allows for communication between staff members and their supervisors
- Employees will better accept bad news if they feel that they are respected, being treated fairly and honestly.
- The company that communicates effectively during challenging times demonstrates its commitment to, and respect for the employee, will earn their loyalty

CONCLUSION

Communication is the key to success.

It is fundamental to decision making, problem solving and conflict resolution, in leading to a harmonious working environment.

- ❖ **Dialogue**
- ❖ **Collaboration**
- ❖ **Consultation**