

clear communication



a 2 way process that involves sending messages (verbally and non-verbally) and receiving them (listening)

We have all been there, where we are given a task or leave a meeting and have no idea what to do next. It's quite common. According to the statistics, 57% of employees report not being given clear directions and 69% of leaders are not comfortable communicating with the employees in general.

Exchanging information and ideas within an organization is called workplace communication. However, **effective and clear** communication occurs when a message is sent and received accurately.

Why is clear and appropriate communication so important in the workplace?

- It avoids confusion
- It provides purpose
- It builds a positive company culture
- It creates accountability

When workplace communication *isn't* working, it can cause confusion, frustration and a lack of trust between colleagues and levels of the organization. At its worst, poor communication skills can result in increased staff turnover, absenteeism and lower levels of customer satisfaction.

It's vital to measure communication so you can see what works, what doesn't, and tweak it accordingly. Workplace communication is critical to the company's and your own growth and success.

Think it through There are many communications frameworks, but if you want to improve your communication skills, start by getting in the habit of thinking through these 5 questions for any communication you create:

- Why are you communicating?
- Who is the receiver, audience, or participant?
- What is your goal or objective?
- What do you want the recipient to do as a result of the communication?
- What format will best accomplish your goal?

If you struggle to answer these five questions, you should spend some additional time thinking about **how** and **why** you're communicating.

Practice and reflect Be deliberate about reflecting on what goes well and what doesn't in your day-to-day communications. Maybe an email to your manager or a colleague didn't go well. Can you see how it might have been misinterpreted? What would you do differently next time? Similarly, if a conversation with a co-worker didn't yield the expected results, *try to identify whether you clearly communicated what you needed.*

Avoid condescending communication habits. For most of us, it happens unintentionally. Snarky voice patterns, poor breathing, assumptions, certain facial expressions, and your personal perspective can trip you up and send a condescending message. **These behaviors, even when done inadvertently, damage rapport and raise barriers** to understanding, tolerance, and cooperation:

WATCH YOUR VOICE TONE.

ASSUME INTELLIGENCE, NOT KNOWLEDGE.

AVOID CONTEMPTUOUS FACIAL EXPRESSIONS.

CHECK YOUR MINDSET.