What Does Effective Communication Mean?

- **Effective Communication**: Communication between two or more persons wherein the intended message is successfully delivered, received and understood.
  - Engaged Listening
  - Nonverbal Communication
  - Managing Stress in the Moment
  - Asserting Yourself in a Respectful Way
Communication in the Workplace

• Effective Communication requires all components of communication interworking perfectly for “shared meaning”

• There are five components to any communication in the workplace
  • The individual sending the message
  • The context for the message
  • The person receiving the message
  • The delivery method you choose
  • The content of the message
Workplace Benefits

• Effective Communication in the workplace is an integral element to business success.
  • Mitigates Conflict – communication is usually an underlying factor regardless of the conflict
  • Increases Employee Engagement – more than just talking, it’s about connecting with people
  • Creates Better Client Relationships – good communication is usually the difference between a satisfied customer and a disgruntled one
  • Results in a More Productive & Talented Workforce
Mitigates Conflict

- Misunderstanding/Feeling Misunderstood
- Not understanding how others communicate
- Someone feeling their emotional needs are not being met or are being disregarded
Increases Employee Engagement

- Understand the needs and goals of your employees
- Understand what motivates and fulfills the employee
- Understand employees talents and skills
- Develop employee talent and utilize them to align with company goals
- Improved connection between co-workers for a positive and satisfying work environment
- Better relationship with managers and leaders
Create Better Client Relationships

- Understand needs
- Help the customer feel understood
- Present new information in a way in which the client will be more receptive.
More Productive & Talented Workforce

• Understanding team talents and skills
• Achieve more buy-in
• Innovation and creative thought
• More strategic team building
The Importance of Communication

- Clearly explain company policies to customers and clients and answer their questions about your products and services
- Foster a good working relationship between you and your staff
- Poor communication will inevitably lead to unmotivated staff
Types of Communication Skills

• More than just words, Effective Communication combines a set of 4 skills:
  • Engaged Listening – less about talking, more about listening
  • Nonverbal Communication – facial expressions, body movement and gestures, eye contact, posture, the tone of your voice, muscle tension and breathing
  • Managing Stress in the Moment – when you’re in a calm, relaxed state you’ll be able to know whether the situation requires a response, or if the other person’s signals indicate to remain silent
  • Asserting Yourself in a Respectful Way – expressing your thoughts, feelings, and needs in an open and honest way, while standing up for yourself and respecting others
Engaged Listening

• Focus fully on the speaker - don’t check your phone!
• Favor your right ear
• Avoid interrupting or trying to redirect the conversation to your concerns
• Show your interest in what’s being said
• Try to set judgement aside
• Provide feedback
Nonverbal Communication

- Beware of Individual Differences
- Nonverbal Signals as a Group
- Use Nonverbal Signals That Match Up with your Words
- Adjust Nonverbal Signals According to Context
- Avoid Negative Body Language
Managing Stress in the Moment

- Recognize When You’re Becoming Stressed
- Take a Moment to Calm Down
- Bring Your Senses to the Rescue
- Look for Humor in the Situation
- Be Willing to Compromise
- Agree to Disagree
Asserting Yourself in a Respectful Way

• Empathetic Assertion – convey sensitivity to the other person
• Escalating Assertion – employ when your first attempts are not successful
• Practice Assertiveness – ask friends or family if you can practice on them first
The 7 C’s of Communication

- Completeness
- Conciseness
- Consideration
- Clarity
- Concreteness
- Courtesy
- Correctness
Completeness

• Develops and enhances reputation of an organization
• Cost saving
• Gives additional information where required
• Better decision-making ability by the receivers
• Persuades the audience
Conciseness

- Time saving as well as cost-saving
- Underlines and highlights the main message
- Provides short and essential message
- More comprehensible to the audience
- Non-repetitive in nature
Consideration

- Emphasize on “you” approach
- Empathize with the audience and exhibit interest in the audience
- Show optimism towards your audience
Clarity

- Makes understanding easier
- Clarity of thoughts and ideas enhances the meaning of the message
- Clear message makes use of exact, appropriate and concrete words
Concrete

- Message is supported with specific facts and figures
- Uses words that are clear and that build the reputation
Courtesy

- Taking into consideration both viewpoints as well as feeling of the receiver
- Positive and focused at the receiver
- Uses terms showing respect for the receiver
- Not biased
Correctness

- The message is exact, correct and well-timed
- If the message is correct, it boosts up the confidence level
- Greater impact on the receiver
- Checks for the precision and accurateness of facts and figures used in the message
- Uses appropriate and correct language in the message
Good Verbal Communication

- Verbal communication can bring great rewards to your organization when carried out successfully.
- The sharing of information between individuals by using speech.
Barriers To Communication

• Stress and Out-of-Control Emotion
• Lack of Focus
• Inconsistent Body Language
• Negative Body Language
Verbal Communication Techniques

• Conveying feedback in a constructive manner
• Disciplining employees in a direct and respectful manner
• Giving credit to others
• Recognizing and countering objections
• Showing an interest in others, asking about and recognizing their feelings
THANK YOU!

QUESTIONS?