

KEEP IN MIND

Having good communication at work can lessen stress and prevent misunderstandings. It's worth it to take the time to become an effective communicator.



Enhancing Communication
in the Workplace
Health & Wellness

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Even with the best intentions, navigating effective communication can be hard.

Have you ever slaved over a presentation, lost sleep because you weren't sure how to approach your boss, or practiced ways to handle a difficult coworker—only to have your efforts fall flat?

Good communication is crucial for a business to be successful. But even in the most positive environment, it can be difficult to achieve. Throw in high-stress demands, different personalities, and virtual meetings, and the workplace can become a jumble of messed-up misunderstandings.

EFFECTIVE COMMUNICATION

If you're looking to polish your communication skills, here are some ideas that might help:

- ✓ **Share information concisely.** Don't make others search for your main point. Keep information short, state what's important first, and consider including a section on frequently asked questions.
- ✓ **Only share what's necessary and appropriate.** Our coworkers need to view us as competent and professional. If they dislike something in our personal lives, they may subconsciously transfer that to our work lives.
- ✓ **Avoid "watercooler" gossip.** If you feel the need to discuss a coworker, ask yourself if what you're about to say is kind, true, and necessary.
- ✓ **Know your audience.** Most people have a preferred form of communication. It's helpful to know and use their preference if you can.

- ✓ **Face-to-face is best.** Emails and texts don't provide context clues (like tone or body language) and can be misinterpreted.
- ✓ **Be clear.** It's easy to accidentally change a message as it gets passed along. Make sure your information is accurate.
- ✓ **Pay attention to body language.** Whether you're talking or listening, be relaxed, don't cross your arms, maintain eye contact, nod, and watch for the other person's reactions.
- ✓ **Listen.** Pay attention. Make mental notes. Pretend there will be a test at the end.
- ✓ **Be a diplomat.** If there is a conflict or misunderstanding, address the other person's concerns as soon as possible to clear things up.
- ✓ **Be positive.** A sincere smile or compliment is hard to resist. If you offer positivity, people are more likely to hear what you say.