Communication in the Workplace ppt

Communication in the workplace is critical to effective productivity and a positive morale.

Workplacecommunication is the process of exchanging information and ideas, both verbal and non-verbal between one person/group and another person/group within an organization.

Effective communication is critical in getting the job done, as well as building a sense of trust and increasing the productivity of employees.

Why is communication so important in the workplace?

* It avoids confusion
* It provides purpose
* It provides consistency
* It builds a positive company culture
* It creates accountability
* It avoid misinterpretations
* It improves efficiency

Good communication include 3 major components:

* Verbal statements
* Nonverbal behavior
* Verbal tone

What is good communication:

Verifying that your message was interpreted correctly by having the person repeat back what you’ve said can prevent miscommunication.

Body language and other nonverbal behavior is also part of good communication.

Angling your body away, folding your arms, and reaching for the door are all signs to the person that you are not interested, you are not listening, and what they are saying is not important to you.

Your tone of voice is also a major part of good communication. The tone of voice can communicate for more than the actual words.

Message Taking

* Always identify yourself
* Taking a message
  + Time & Date
  + Who are you taking to – first and last name
  + Phone number called
  + Who is the message for
  + Issue it’s regarding– don’t force this
  + Repeat info for verification
  + Thank the person
* Document in the computer system

Closed loop communication developed from medical emergencies in which clear and well understood communication is critical. It works by repeating what was said and then following through with what was said.

* Respond when asked something
* Follow through with completion of tasks
* Verify tasks are completed
* Every problem is everyone’s problem

Good communication in the workplace

Good communication allows for:

* Team building
* Gives everyone a voice
* Inspires innovation
* Unifies staff and administration
* Strengthens cohesiveness in the workplace