Communication

**Communication is one of the major concerns in the workplace. Creating and maintaining a positive work environment is primarily achieved by effective workplace communication.** 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 managers are not comfortable communicating with the employees in general.

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.

Communication in the workplace is one of the signs of a high-performance culture. Exchanging information and ideas within an organization is called workplace communication. However, effective communication occurs when a message is sent and received accurately. In every aspect of life (both professional and personal), effective communication is important to success and happiness.

Why is communication so important in the workplace?

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

Improving communication starts with you - the owner, the boss, the leader. Often, effective communication at the workplace is what distinguishes a good leader from a great one. Communication at workplace defines organizational goals and helps coworkers collaborate. This is a step towards a fundamental business practice for a committed and productive workforce. In a study, companies ranked communication skills twice as **[important as managerial skills](https://corporatefinanceinstitute.com/resources/careers/soft-skills/management-skills/?zd_source=hrt&zd_campaign=3731&zd_term=vartikakashyap" \t "_blank).**

Good communication include 3 major components:

* Verbal statements
* Nonverbal behavior
* Verbal tone

Most people tend to think only of the verbal side of communication. That’s important, but there’s so much more to being a good communicator. 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.

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. Take the following example:

 Doctor: *“Start an IV on the patient.”*

 Nurse: *“Starting an IV on the patient.”*

*Moments later . . .*

 Nurse: *“The IV has been started on the patient.”*

Doctor: *“The IV has been started on the patient, thank you Nurse.”*

You can see how redundant it is, but there is absolutely no margin for misinterpretation, misunderstanding, or any other form of miscommunication. This concept should be incorporated into everyday working culture. You don’t need to be as robotic as in a medical emergency, however, the same exchange of mirroring and following through should be part of the everyday workplace culture. For example:

Manager: “*Would you be able to get the list of clients that attended the meeting on August 5th?”*

Staff: *“Of course, I’d be happy to get that client list. You want the one specifically from August 5th, no others, correct?”*

Manager: *“Yes, I only need the one from the 5th, thank you. Would you let me know when you’ve been able to obtain that?”*

Staff: *Yes, I’ll be sure to let you know when I’ve been able to obtain it.”*

*Hours later . . .*

Staff: *“Pardon me, I just wanted to let you know I’ve been able to obtain the list of clients form the August 5th meeting.”*

Manager: *“Thank you for getting me that list.”*

The important points to take away from this example is not the redundancy of speech, but the clarity of what is being communicated. If the manager just asked for a client list, how is the staff member able to know which one he/she meant? The staff member might have assumed it was the one from the latest meeting. And *that* is the crux of the matter – someone assumes. And that is where mistakes and miscommunications are made. The other major part is the follow through. No one can read minds or predict the future. Unless there is follow up communication, there is no certainty that a task was completed. Follow through is a huge part of ensuring that tasks are completed and assumptions that tasks were completed are not made.

Communication can be formal, informal, internal, or external. It is important to develop a healthy and beneficial communication process within an organization. Effective communication is the key to achieving long-term success. No matter what stage you are in the workplace, you need to communicate ideas well in the workplace.