

# Communication in the Workplace

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A decorative background on the left side of the slide featuring a green circle at the top, a blue circle in the middle, and a purple circle at the bottom, all with yellow rays emanating from them.

Good communication is a key part of success in **the workplace.**

Without communication skills we are unable to

- let others know what we think, feel, or want to accomplish.
- We are unable to build partnerships, motivate others, or resolve conflict.

A decorative graphic on the left side of the slide featuring three balloons: a light green one at the top, a light blue one in the middle, and a light purple one at the bottom. Each balloon has a string and is surrounded by several small, yellow, triangular streamers.

# What is a workplace?

Dictionary definition - A place, such as an office or factory, where people are employed.



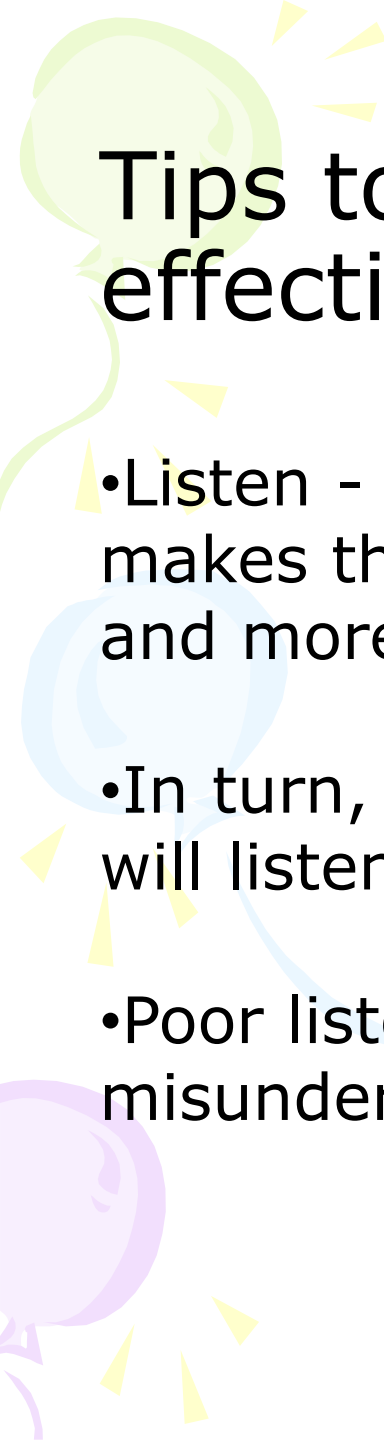
# What is our workplace?

- Administration office
- Accounting office
- Human Resources Office
- Support Staff
- Maintenance office
- Engineering office
- General Services
- Clinic
- Registrar
- Security Guard office
- Student Services
- Discipline office
- Campus Ministry office
- Others



# Communication

- The exchange of thoughts, messages, or information, as by speech, signals, writing, or behavior.
- The art and technique of using words effectively to impart information or ideas.
- Acceptable communication differs from organizations, companies, government agencies, but many aspects are universal.




# Tips to help us communicate effectively in the workplace

- Listen - When you listen to others attentively it makes them feel good. It also makes for a deeper and more positive connection with others.
- In turn, you form an understanding and they will listen to you when its your turn to speak.
- Poor listening happens often and results in misunderstandings and miscommunications.

A decorative graphic on the left side of the slide features three balloons: a light green one at the top, a light blue one in the middle, and a light purple one at the bottom. Each balloon is attached to a streamer and has several small yellow triangular flags hanging from it.

# ACTIVITY

HOW GOOD A LISTENER  
ARE YOU?

- 
- A well-liked college teacher had just completed making up the final examinations and had turned off the lights in the office. Just then a tall, dark, broad figure appeared and demanded the examination. The professor opened the drawer.
  - Everything in the drawer was picked up and the individual ran down the corridor. The Dean was notified immediately.





## •Answer the Questions

- 1. The thief was tall, dark, and broad.
- 2. The professor turned off the lights.
- 3. A tall figure demanded the examination.
- 4. The examination was picked up by someone
- 5. The examination was picked up by the professor.



## Answer True or False

6. A tall, dark figure appeared after the professor turned off the lights in the office.
7. The man who opened the drawer was the professor.
8. The professor ran down the corridor.
9. The drawer was never actually opened.
10. In this report three persons are referred to.



# ANSWERS

1. T

2. T

3. T

4. T

5. F

6. F

7. T

8. F

9. F

10. T



# **INTERPRETATION OF SCORES**

**8PTS 10 PTS - ACTIVE LISTENER**

**5 PTS- 7 PTS AVERAGE**

**BELOW 5 PTS NEEDS TO BE MORE ATTENTIVE.**

**1 POINT PER CORRECT ANSWER**

# SPEAK CLEARLY

- Speak Clearly - Take a deep breath and remain positive when talking to people.
- Try to cut out the ums, uh-hmms and ahhs these make it difficult for people to understand what you are trying to communicate.
- Try to keep your voice steady and do not talk too quickly or too quietly.
- Be confident in what you are saying and others will feel your confidence too.



# BE GENUINE

- Be Genuine - Being genuine can include speaking honestly, expressing excitement or sadness when you feel like it, and being friendly.
- There is nothing wrong with saying, no, I do not really agree with that, or you know, I think you have changed my mind! However, do not be rude. I was just being honest is not a good excuse for being harsh.
- Being genuine builds your confidence.



# Be Receptive

- Be open to what others are saying or offering.
- Often, people restrict the flow of ideas or communication because they are making too many assumptions or are being too quick to judge and criticize.

# Downward Workplace Communication Enabling

- Let's focus first on downward communication in the workplace, and a couple of its important characteristics. Consider these common, downward forms of workplace communication
- An administrator explains a task to an employee
- A student request for assistance from a teacher
- DOE Board instruct the superintendent and other senior management.





# Enabling

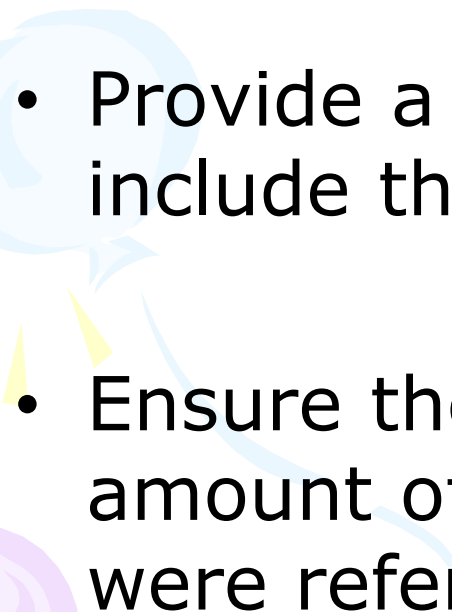

- These forms have more than direction in common.

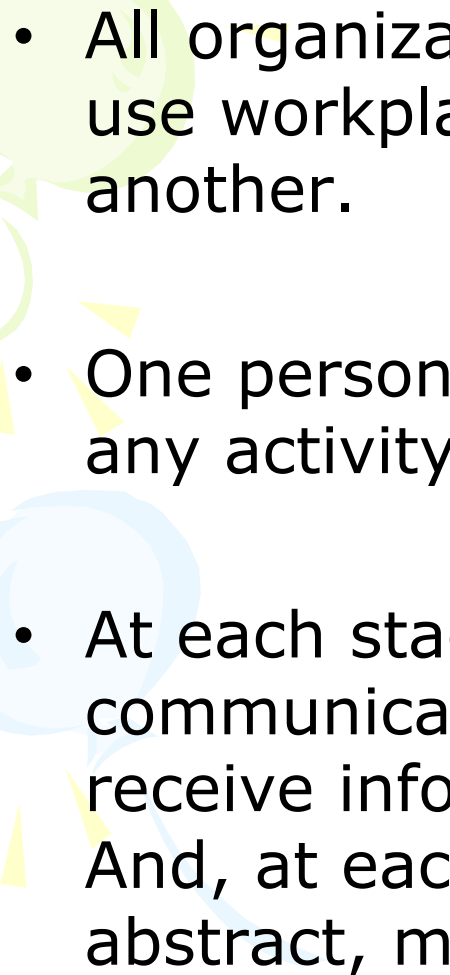
Each one also provides enabling information in the workplace. When a Administrator instructs an employee, she/he enables the employee to do his/her job, and makes it possible for her/him to earn a living by doing something that has value for the employer.

- Another example senior management finds out from an employee
- 



And, as information moves downward in the workplace, it grows increasingly detailed.

- Provide a Truancy report
  - Provide a Truancy report for the month include the following information
  - Ensure the report includes the exact amount of students that are truant and were referred to the court
- 
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- All organizations of more than one person must use workplace communication in one way or another.
  - One person must give another instructions before any activity can occur.
  - At each stage in the downward flow of communication, people in the organization receive information to help them do their jobs. And, at each stage the information become less abstract, more specific, and more detailed.

# Upward Communication Compliance

- A second major flow of communication is upward, from employee to supervisor, supervisor to administrator, administrator to senior management (deputy superintendent and superintendent, and so on).
- **Less detail**
  - Now, turning to upward communication, we know that the staff at the SSSD will report back to the SRO Supervisor on their number of students that are truant.
  - The SRO Supervisor, in turn, will report, in less detail, to the SSSD Administrator about the number of students truant.
  - Finally, SSSD Administrator will report to Senior Management on how many students are truant to include reports filed with court after many attempts were made to work with the student with the school year.

# Lateral communication Coordination

- Now, think of the information that flows back and forth between you and your peers, whether you're a front-line worker, a manager, or a member of the school board. This is lateral communication.

# Characteristics

- First, no superior/subordinate relationship exists here it's strictly a case of two people with roughly equal amounts of power and prestige.

That makes this form of communication voluntary and discretionary.

- Yes, the boss may tell us to communicate with each other, but unless we both want to do it, we're not going to exchange much information of value.

# Characteristics

- That takes us to the second aspect, the idea of reciprocating.
- The quality and quantity of information we provide to our peers generally reflects what we get back from them. I may provide good information to you when we start working together, but I won't continue to provide it unless you reciprocate in kind.

# Team Communication

- Team communication is a special form of lateral communication, and an essential one.
- For teamwork in the workplace, members must not only communicate with each other, but will often need to communicate with peers outside their immediate group.
- Leaders will need to keep these communication flows in mind, as well as the upward and downward flows that connect them directly to their co-employees.
- Communication for team building and just plain teamwork and is many-faceted and requires consistent attention.



# Communication Flow

- downward, or enabling, communication that moves instructions and other directive information down or through a hierarchy
- upward, or compliance, communication that provides feedback to the people who originate downward communication
- lateral, or coordinating, communication that moves between peers to maintain or improve operational efficiency

# Why is effective communication essential in the workplace?

Communication we are constantly bombarded by it.

It may be in the form of spoken or written words, pictures, gestures, symbols and (for an interesting few) telepathic messages from a variety of intriguing sources. But in the workplace, effective communication is essential to our progress and well being.



# EFFECTIVE TIME MANAGEMENT

## Effective Time Management

- Managing Your Time

# Managing Your Time

- One way to enhance efficient time use is to know your own tendencies to use time inefficiently.
- Do what we like to do before what we do not like to do
- Do things we know how to do faster than things we do not know how to do
- Do things that are easiest before things that are difficult

# Managing Your Time

- Do things that require a little time before things that require a lot of time
- Do things for which resources are available
- Do things that are urgent before things that are important
- Do interesting things before uninteresting things
- Work on things in the order of arrival
- Wait until a deadline before we really get moving

# Managing Your Time

- Time Management Techniques
- Read selectively
- Make a daily list of tasks
- Have a place for everything and keep everything in its place
- Prioritize tasks

# Managing Your Time

- Do one important thing at a time but several trivial things simultaneously
- Make a list of 5 or 10 minute discretionary tasks
- Divide up large projects
- Determine the critical 20 of your tasks
- Save your best time for important matters
- Reserve time daily when others do not have access to you

# Managing Your Time

- Do not procrastinate
- Keep track of time use
- Set deadlines
- Do something productive while waiting
- Do busy work at one set time of the day
- Reach closure on at least one thing every day
- Schedule some personal time
- Do not worry about anything continually
- Have long term objectives
- Be on alert for ways to improve your management of time





# Activity

1. Jot down, on a piece of paper, 5 things they accomplished yesterday. It does not matter how big or small. It can be anything from taking the dog for a walk to closing an important sale for their company.
2. Write down one wasteful thing they did. Wasteful means unproductive, something that did not contribute towards achieving their goals, did not improve the quality of their life or that distracted them from more important tasks.
3. 5 minutes to do write down the 5 accomplishments and the wasteful thing.



***Thank You***

***Thank You***