

Communicating in the Workplace

FIVE WAYS TO IMPROVE COMMUNICATION SKILLS

BE HONEST AND TRANSPARENT

- Communicating openly with team members cultivates a productive culture where information can flow freely.
- Don't be afraid to confront difficult situations, as it establishes that you are open and truthful.

ACTIVELY LISTEN

- Actively listening to others in the workplace shows that you are engaged and interested.
- Actively listening means maintaining eye contact, asking questions, and developing a deep understanding of the conversation.
- Wait until the person is done talking to respond.

SHOW RESPECT

- Show respect to those who have different backgrounds as you.
- Practice common courtesy and politeness.
- Recognize the strengths and accomplishments of your coworkers.
- Respect personal space.

HAVE EMPATHY

- Walk in your coworker's shoes to be understanding if someone is particularly upset or frustrated.
- Understand the workload and schedule of your coworkers.

NONVERBAL COMMUNICATION

- Avoid slouching.
- Don't laugh when messages are serious.
- Don't bring a phone, drink, or anything that could be distracting to a meeting. Also, avoid fidgeting.
- Shake hands firmly, but avoid using excessive force.