BusinessPlus+ Newsletter

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Business Essential Briefs: Addressing Staff Turnover & Getting Unity of Business Purpose

Without effective communication, it can be difficult to make meaningful connections and build a high-performance workplace. Effective communication is a complex skill. Like driving a car; you must know how to control the wheel, use the pedals, and shift gears to reach your destination safely and innovatively. All of this while watching around you.

An Example

Bob, the operations manager, was increasingly frustrated; his attempts of effective communication had been failing. Bob realised he needed to sharpen up his communication skills if he wanted to get his message across to the team. In exploring what was working and not working for his leadership, one could discuss the ways in which he communicated with team members and might find out he was too rushed and too brief in his messaging. Usually, it can take quite a while for an individual to accept this sort of feedback. In Bob's case, he needed to pay more attention to his nonverbal behaviour and be more 'human' with his staff.

Important Communication Skills

Be An Active Listener

Active listening is a communication skill that involves both hearing and understanding. It's not just about hearing what someone says, but also about fully engaging with them. A good listener also shows that they are interested in the speaker by encouraging them to continue talking. You need to actively look like you are listening.

Empathy

Empathy is the ability to see things from someone else's perspective. This involves showing an interest in understanding how others feel and think, as well as recognising their emotions. Being empathetic will help you build high performance relationships. This means developing a strong EQ.

Express Yourself Clearly

Being able to express yourself clearly means having good verbal, nonverbal and written communication skills. It involves making eye contact and speaking in a way that others can understand, as well as writing in a way that others can relate to. It means observing and understanding who you are communicating with.

Respect

Respect is about recognising other people and showing you value them in some genuine way. This can be much harder with some people.

Be Assertive

Being more assertive at work means expressing yourself in a way that is confident and firm, without being aggressive. Being assertive can be friendly and help you get what you want. It builds trust and confidence in a relationship.

Understand Nonverbal Messages

Body language and nonverbal communication refers to the messages that are sent without words. It involves communicating through your body language, tone of voice, and facial expressions. This means paying close attention to what others say and do, as well as thinking about how your expressions and gestures are interpreted by other people.

Conclusion – Top Leadership Communication Tips

This communication stuff requires more active observing and flexibility than you might expect. However, the time it saves in misunderstandings and conflict is more than worth it. It does need some training and practice though.

- Be decisive, yet also reflective.
- Create confidence in others.
- Admit when you do not have all the answers.
- Clearly and firmly communicate your expectations of others.
- Show empathy and compassion.
- Make people feel seen and heard.

Additional Resources

To access a useful detailed guide titled "***The Leadership Communication Model***" produced by The Humphrey Group Inc., please click HERE.
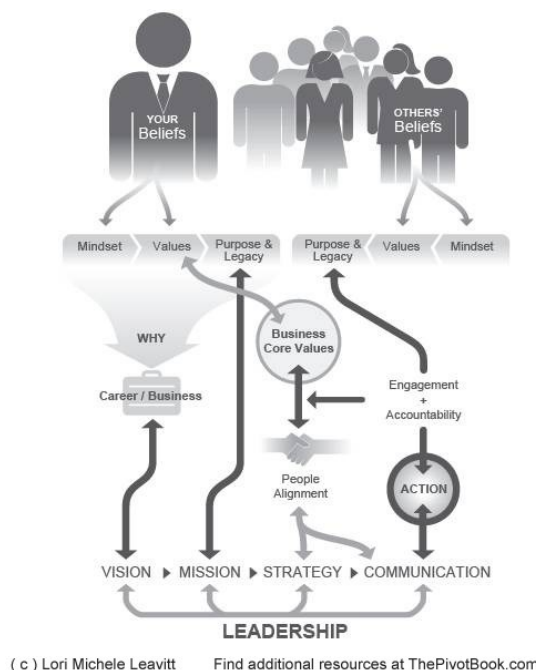
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