



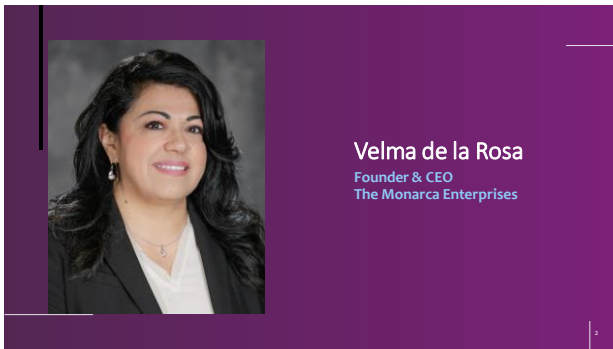
IMPROVING WORKPLACE COMMUNICATIONS

Velma de la Rosa



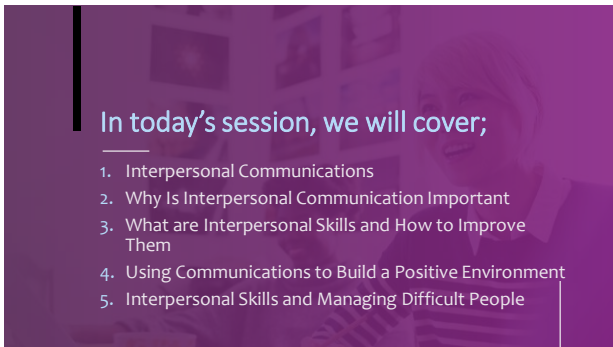
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Horizontal lines for notes.



2

Horizontal lines for notes.




3

Horizontal lines for notes.

“You can have brilliant ideas, but if you can’t get them across, your ideas won’t get you anywhere.”

Lee Iacocca



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What’s interpersonal communication?


Interpersonal communication is the exchange of ideas and information between two or more people.



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Interpersonal Communications Includes:

- Face-to-face interactions and conversations
- Video conferences
- Phone calls
- Emails
- Text messages



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Why Interpersonal Communication is Important

A photograph showing two individuals, a man and a woman, sitting at a desk and looking at a laptop. The man is on the left, wearing a light blue shirt, and the woman is on the right, wearing a grey blazer. They appear to be in a collaborative work environment.

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Teamwork and Reaching Shared Goals

Effective interpersonal communication is key to working as a team and reaching shared goals.

A photograph of two women sitting and talking. The woman on the left has short blonde hair and is wearing a white sleeveless top. The woman on the right has long dark hair and is wearing a black sleeveless top. They are both looking towards each other, suggesting a conversation.

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Minimize Misunderstandings

Effective interpersonal communication is important because it allows your team to waste less time resolving misunderstandings or conflicts.

A photograph of a woman in a grey sweater shaking hands with a man in a blue shirt. They are in a modern office setting with a brick wall and a window in the background. Another person is partially visible in the background.

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Teams Better Prepared

Team with effective communications respond and work better through difficult situations.




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Verbal Communication

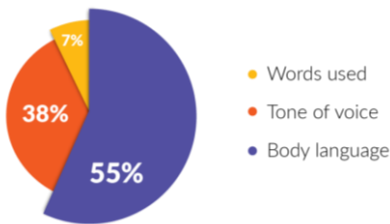
Speaking face to face: here our words are combined with our gestures, facial expressions and tone of voice to give a full communication package.

Video-chat services: the wonders of the internet have enabled us to communicate verbally with people everywhere and to stay in touch with our loved ones across the globe.



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Communication Breakdown



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It's Not What You Say. It's How You Say It.

Words can influence your tone and contribute to the attitude that comes across when you speak.

As you read the following slides, pay attention to your body gestures and how you feel saying the lines out loud.

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It's Not What You Say. It's How You Say It.

What do you want?

vs.

How may I help you?

15

It's Not What You Say. It's How You Say It.

I don't get it.

vs.

Please help me understand.

16

It's Not What You Say. It's How You Say It.

You are wrong.

vs.

I may be mistaken but . . .

17

It's Not What You Say. It's How You Say It.

What?

vs.

Would you please repeat that?

18

It's Not What You Say. It's How You Say It.

I hate that color.

vs.

I am not too fond of that color.

19

It's Not What You Say. It's How You Say It.

vs.

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Speaking with Road Rage

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Showing Good Manners When Speaking

- Please
- Thank You
- You Are Welcome
- Excuse Me



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Body Language

You are saying something without speaking.



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Body Language

Slouching: This body language expresses our lack of desire to be in the situation, let alone in the conversation.

Lean toward your colleague to show interest.



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Body Language

Failure to make eye contact: Looking past or around someone makes you seem disengaged.

Even if you're shy, look them right in the eye, even if you have to look away for a moment.

Glance down and then back to their eyes/face.

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Body Language

Nodding: We do this to let people know we are listening, but it can be misinterpreted as agreement.

Tilting your head from side to side is a better alternative than the "yes" nod.

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Body Language

Closed arms: Whether crossed in front or tight by your side, you are sending the message, "I'm unapproachable."

Loosen up, bend the elbows, and relax.

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Good Communication:

- **Aims for clarity.** Whether you're sending a Slack message, drafting an email, or giving an off-the-cuff reply, aim to be clear and concise with your communication.
- **Seeks to solve conflicts, not create them.** In the workplace, we're often involved in problem solving and collaborating on projects or tasks. Good communication in the workplace can involve bringing up blockers or providing feedback.
- **Goes both ways.** Effective communication in the workplace represents an exchange of information—even when the information is communicated solely through nonverbal cues.



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7 Recommendations for More Effective Communication in the Workplace

- Know where to communicate—and about what
- Build collaboration skills
- Talk face-to-face when you can
- Watch your body language and tone of voice
- Prioritize two-way communication
- Stick to facts, not stories
- Make sure you're speaking to the right person



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Using Effective Communication Skills to Deal with Difficult Employees:

Listening

- Do not listen to speak
- Do not listen seeking points to discuss
- Acknowledge feedback, concerns, and complaints



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Using Effective Communication Skills to Deal with Difficult Employees:

Build Rapport

- Provide specific requests
- Connect requests to goals and objectives
- Provide deadlines
- Manage requests and not personality

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Using Effective Communication Skills to Deal with Difficult Employees:

Manage Conversations

- Ask questions
- Paraphrase
- Keep conversations related to task on hand
- Request solutions with problems



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Let's Review

- We learned what is interpersonal communication
- We learned why it is important
- We learned about verbal and nonverbal communication
- We learned about good communication in the workplace
- We learned how to manage difficult employees through effective communication

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