

## Effective communication within teams

### The Practical principles and processes of good communication:

#### There are several parts to communication:

- The Sender – the person giving the message
- The Receiver – the listener
- The Message itself – what you say, write, sign etc
- The Channel – how the message is given – spoken, written, signs etc
- Feedback – how the sender and the receiver know if the message has been understood correctly
- Interference – the barriers e.g. noise, language, speed of speaking etc. that block communication or cause misunderstanding

#### The importance of good spoken communication in the workplace

Good spoken communication helps to:

- Continue to build trust
- Pass on information and instructions accurately
- Provide good customer service
- Save time and waste
- Prevent accidents
- Get on better with staff, team mates and management
- Contribute your ideas
- Solve problems

#### Barriers to or Breakdown in Communication

Communication can break down because the receiver doesn't get the exact message the sender thinks they are sending!

Barriers can be

- Physical e.g. noise
- Cultural;
- Gender
- Age or status
- Language

## **Results of poor communication include**

- Accidents or incidents
- Conflict
- Waste [materials, product, time]

Communication is a two-way activity in which feedback from each other is critical

- The message received by the listener is never identical to the message sent
- We frequently send messages we are unaware of
- Too much information [Information overload] can be as much of an issue as not having enough information without back up information to refer back to
- Most information communicated is based on non-verbal aspects of communication
- Words don't have meanings on their own. Context, people's experiences and environments are what gives meaning to words.

## **Communication myths**

- We only communicate what we mean
- We communicate as if words have specific meanings
- We communicate mainly with words
- We communicate as if communication is a one way activity
- The message communicated is identical to the message received

## **Communication Assumptions**

- We assume other people perceive the world the same way we do
- We assume other people attach the same meanings to words
- We assume other people understand us
- We assume that we can understand other people if we listen hard

## **BE PRESENT TO WHAT IS BEING SAID BY THE OTHER PERSON!**

Listen to what the other person is saying, do not be listening to that voice in your head – yes THAT voice, the one that is thinking, rushing and planning about what you are going to say next.

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People Productivity Potential