Methods of Communication in the Workplace

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WARNING:

This presentation is not intended to be a class lecture. The intent is to present the attendees with information I have gathered thru various sources and stimulate discussion on these topics. Participation from the attendees is essential to the success of the session. Everyone in attendance is asked to provide input and ask questions. By gathering input from those present, we may all learn something by the end of the day.

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Objectives of this Session:

– Identify different types of communication

– Explore means of communication frequently used in the workplace

– Provides suggestions for improving our communications

– Identify common technology used in the workplace for communications

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WHAT IS COMMUNICATION?

Per Black's Law:

1. The expression or exchange of information by speech, writing, or gestures.
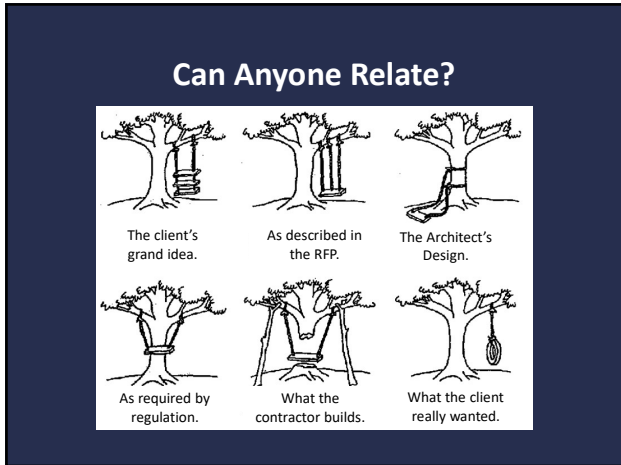2. The information so expressed or exchanged
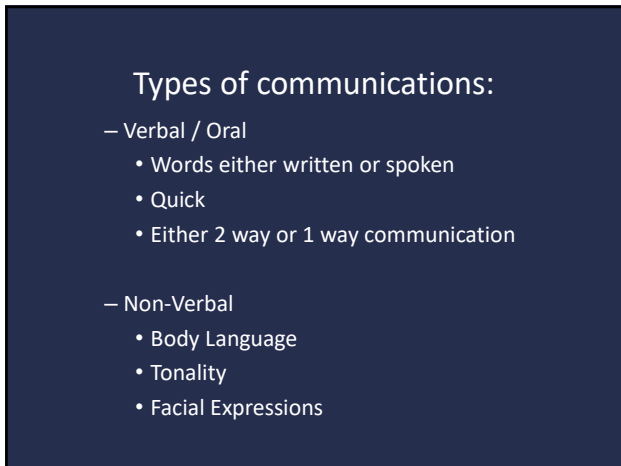
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WHY IS COMMUNICATION IMPORTANT?

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"The single biggest problem in communication is the illusion that it has taken place"
George Bernard Shaw

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Can Anyone Relate?

The client's grand idea.

As described in the RFP.

The Architect's Design.

As required by regulation.

What the contractor builds.

What the client really wanted.

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Types of communications:

– Verbal / Oral
- Words either written or spoken
- Quick
- Either 2 way or 1 way communication

– Non-Verbal
- Body Language
- Tonality
- Facial Expressions

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Communications Methods & Best Practices

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Communications Methods & Best Practices

– Face to Face Conversation

– Telephone Conversation

– Email

– Text Messaging

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Communications Methods & Best Practices

– Letter / Memo / Report

– Online Business Media

– Social Networking

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Face to Face Conversation

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Face to Face Conversation

– Best method for communication

– Instant message delivery and feedback

– Opportunity to read facial expressions & body language

– Participants engaged in conversation

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Face to Face Conversation

– Includes group meetings

– Generally, requires no technology

– Listening vs. Hearing?

– Video conferencing

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Face to Face Communications

Best Practices:

❑ Do they have the time to talk?

❑ Allow others to talk while YOU listen

❑ Read body language and facial expressions

❑ Follow-up or confirm important points

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Face to Face Communications

Best Practices (specific to meetings):

- ❑ Have a clear agenda & stick with it
- ❑ Meeting vs. Collaborative Session
- ❑ Everyone needs to be engaged
- ❑ Limit use of electronic communication devices

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Face to Face Communications

Best Practices (specific to virtual meetings):

- ❑ Meeting rules still apply
- ❑ Test your technology before the meeting
- ❑ TURN ON YOUR CAMERA, be prepared
- ❑ Pay attention to your background

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Face to Face Communications

Sidebar on Smart Phones:

- ❑ Excellent tool
- ❑ Time & place for use
- ❑ Major distraction?
- ❑ Acceptance by traditionalists

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Face to Face Communications

Study on Smart Phone use:

❑ 554 Professionals in companies that employed > 50 employees

❑ 86% calls during meetings is inappropriate

❑ 84% texts/email during meetings is inappropriate

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Face to Face Communications

Study on Smart Phone use:

❑ 66% text/email during lunch outside of the office is inappropriate

❑ the higher the person's salary the less they approved of smart phone use

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Telephone Conversation

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Telephone call:

– Very traditional method for people to communicate

– Read tone in the voice

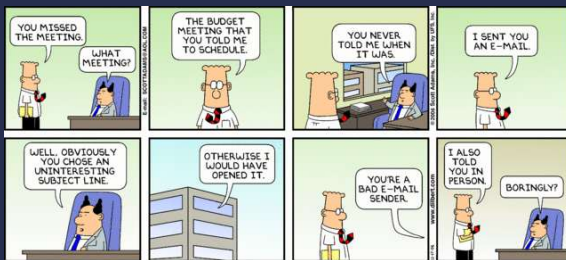– Easy for another person to disengage

– Phone conference call

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Telephone call:

Best Practices:

❑ Follow-up or confirm important points

❑ Use good voicemail etiquette

❑ Know when to call

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Email

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Email:

– Modern day letter or memo in digital format

– Clear documentation of message being sent

– Technology is available to help sort and save emails

– Can contain tonality

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Email:

– Very overused in the workplace

– Easy to ignore, good & bad

– Can very easily be shared by persons, not intended to receive the message

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Email

Many viruses arrive by email

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Email:

Best Practices:

❑ Think before you click

❑ Be thoughtful on read receipts

❑ Avoid email 'conversations'

❑ Consider the reason an email is being sent

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Email:

Best Practices:

❑ Embrace "White Space"

❑ Consider sensitivity or privacy issues

❑ Proof read by unbiased reader

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Email:

The future?

❑ Will email be as popular in the future?

❑ Industry efforts = reduce email use

❑ Numerous reports of email's pending death

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Text / Instant Messaging

TEXT ME!

The creation of language, alphabets, digital technology and the evolution of opposable thumbs... for this?
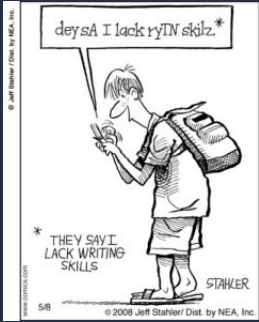
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Text / Instant Messaging:

– Becoming more popular in the workplace

– Potential for near instant delivery and response

– Great for short messages

– Easy to misunderstand due to use of lingo

– Question of professionalism?

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Text / Instant Messaging

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Text / Instant Messaging:

– Are they professional?

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Text / Instant Messaging:

Best Practices:

❑ Limit length of messages

❑ Use for non-critical messages

❑ "3 in 5" Rule

❑ Think before you click

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Letter / Memo / Report

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Letter / Memo / Report:

– Each has a specific use

– Chance of misinterpretation by reader

– One sided communication

– More formal communication method

– Fit in the digital world?

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Letter / Memo / Report

Best Practices:

❑ Good for conveying policy change

❑ Be clear and concise

❑ Consider how the message will be received

❑ Proof read by unbiased reader

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"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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General Communications:

Best Practices:

❑ Know your audience

❑ Understand what you want the audience to receive from your communication before you start communicating

❑ Learn to read facial expressions & body language

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General Communications:

Facial Expressions:

❑ Universally translatable

❑ 7 core emotions expressed

❑ Genetically implanted

❑ Micro-expressions

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General Communications:

Facial Expressions *contd...:*

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General Communications:

Body Language:

- ❑ Crossed arms & legs
- ❑ Crinkled eye smile
- ❑ Mirror the speaker's body language

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General Communications:

Body Language *contd...:*

- ❑ Posture
- ❑ Eye contact
- ❑ Raised eyebrows

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General Communications:

Body Language *contd...:*

- ❑ Extra nodding
- ❑ Clenched Jaw
- ❑Cultural Differences

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General Communications:

Best Practices *contd..:* :

❑ Celebrate accomplishments in 'public' but provide corrective action in private

❑ Think before you click send

❑ Use the right method of communication for the audience; one size does not fit all

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General Communications:

Best Practices *contd..:*

❑ If it has to be private, it should never be written

❑ Limit the use of email

❑ If you ask a question, be prepared to deal with the answer

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General Communications:

Best Practices *contd..:* :

❑ Provide members of your team/company clear definitions of how to communicate in certain situations

❑ Be careful to not blur the lines between work and pleasure

❑ Multi-tasking is doing more than one thing incompletely at one time

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General Communications:

Best Practices *contd..:* :

❑ Spend time improving your communications skills

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"Technology is a compulsive and addictive way to live. Verbal communication cannot be lost because of a lack of skill. The ability to listen and learn is key to mastering the art of communication. If you don't use your verbal skills and networking, it will disappear rapidly. Use technology wisely"

Rick Pitino

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Recap:

– Good communication is critical to a workplace that is efficient and pleasant to work in.

– There are different types of communication that can be applied to different situations.

– The ways we communicate with each other vary depending on our preferences, experiences and social environment.

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Recap:

– Knowing how to read facial expressions and body language is important.

– Communication in the workplace can be much different than communication in social settings.

– We need to be prepared to change or adapt our methods of communications as the world changes around us, for good or bad.

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My email = srreeser@gmail.com

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SESSION
EVALUATION

2025 SURVEYORS' Conference

HTTPS://WWW.SURVEYMONKEY.COM/R/2025PSLSEVAL

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References & Credits:

I cannot take credit for the technical information in this presentation, it is a collection or research I have collected from a host of sources that include:

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