

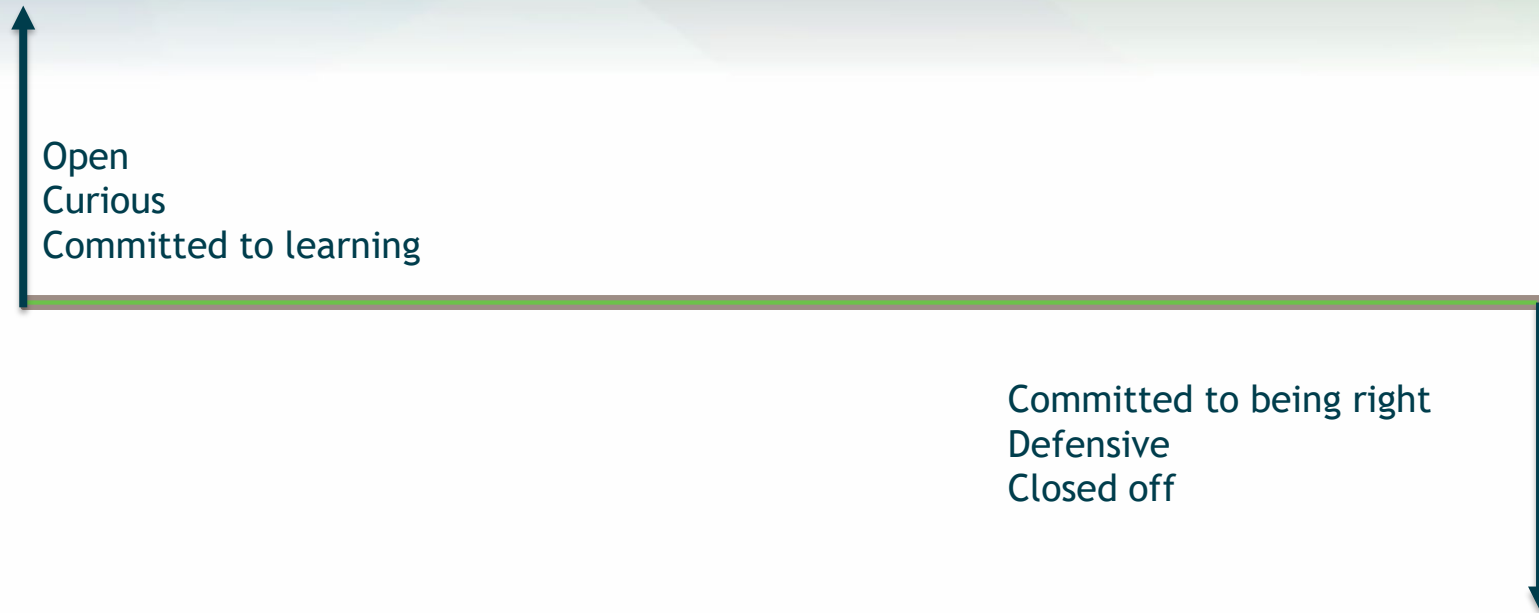
# The Importance of Communication in People Management



# Communication?



# Self Analysis: How Do You communicate?



# TRUST

Trust is the currency of effective relationships. Trust in communication is crucial for building strong relationships and fostering effective collaboration. When we trust the person, we are communicating with, we feel more comfortable expressing our thoughts and ideas openly. Trust allows us to believe that our words will be heard and respected, creating a safe space for honest and meaningful conversations. It also helps to establish credibility and reliability in our interactions, ensuring that information is shared accurately and transparently. Overall, trust in communication forms the foundation for successful connections and promotes understanding, empathy, and mutual respect.



# HONOR

Honor

The person/persons you are communicating with

Honor

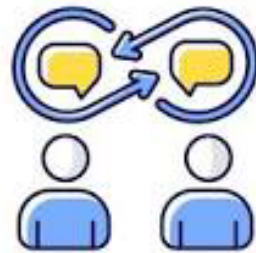
Their feedback and message

Honor

Them enough to give them effective feedback

# Interpersonal Communication

Interpersonal communication is the exchange of information, ideas, and emotions between individuals. It is the foundation of our social interactions and relationships. Through interpersonal communication, we can express ourselves, listen to others, and build connections based on understanding and empathy. It involves active listening, effective speaking, and non-verbal cues that contribute to clear and meaningful exchanges. By honing our interpersonal communication skills, we can foster stronger relationships, resolve conflicts, and create a positive and supportive environment in both personal and professional settings.



# Dialogue over Monologue



- Have a conversation with your employees, do not talk at them.



Having a dialogue is much more engaging and enriching compared to a monologue. In a dialogue, both parties have the opportunity to actively participate, share their thoughts, and listen to each other. It promotes a sense of connection and understanding as ideas are exchanged and perspectives are explored. Unlike a monologue, where one person dominates the conversation, a dialogue encourages a back-and-forth exchange of ideas, allowing for deeper conversations and the possibility of finding common ground. It fosters collaboration, empathy, and the growth of relationships. So, let's keep the dialogue going and continue our conversation!

# Verbal Communication

Verbal communication is a fundamental aspect of human interaction. It involves the use of spoken words to convey messages, ideas, and emotions. Whether it's a conversation with a friend, a presentation at work, or a simple exchange of greetings, verbal communication allows us to express ourselves and connect with others on a deeper level. It enables us to share information, seek clarification, and build relationships. Through verbal communication, we can convey tone, emphasis, and nuances that enhance understanding and create meaningful connections.



# Non-Verbal Communication

Non-verbal communication is just as important as verbal communication in conveying messages and establishing connections. It encompasses facial expressions, body language, gestures, and tone of voice. These non-verbal cues can often speak louder than words and provide additional context to the spoken message. They can convey emotions, attitudes, and intentions, allowing us to better understand and interpret the meaning behind the words. Non-verbal communication also plays a crucial role in building trust, establishing rapport, and enhancing overall communication effectiveness.



# Horizontal Communication

Horizontal communication refers to the exchange of information, ideas, and feedback between individuals or departments at the same hierarchical level within an organization. It promotes collaboration, teamwork, and the sharing of knowledge across different areas of expertise. Horizontal communication breaks down silos and fosters a sense of unity and cohesion within the organization. It allows for effective problem-solving, decision-making, and innovation by leveraging the diverse perspectives and expertise of individuals. By encouraging open and transparent horizontal communication, organizations can enhance efficiency, productivity, and overall success.

# Vertical Communication

Vertical communication refers to the flow of information, instructions, and feedback between different levels of hierarchy within an organization. It involves the transmission of messages from higher-level management to lower-level employees, as well as the upward communication from employees to their supervisors or managers. Vertical communication plays a crucial role in ensuring that goals, objectives, and expectations are effectively communicated throughout the organization. It helps to maintain clarity, alignment, and coordination among different levels of the hierarchy. By facilitating vertical communication, organizations can promote transparency, accountability, and a sense of direction for employees at all levels.

# Cross Cultural Communication

Cross-cultural communication is the exchange of information, ideas, and emotions between individuals from different cultural backgrounds. It involves understanding and respecting the diverse values, beliefs, and communication styles of different cultures. Effective cross-cultural communication requires open-mindedness, empathy, and a willingness to adapt one's communication approach to bridge any cultural gaps. It helps to foster mutual understanding, build trust, and avoid misunderstandings or conflicts that can arise from cultural differences. By embracing cross-cultural communication, we can create inclusive and harmonious environments where everyone feels valued and heard.

# Direct vs. Indirect

## Direct Communication

### Pros:

- Clarity and straightforward
- Reduced chances of misinterpretation
- Promotes honesty and authenticity

### Cons:

- Potential Confrontation
- Potential for Conflict
- May be perceived as rude or insensitive

## Indirect Communication

### Pros:

- Allows for subtlety and diplomacy
- Maintains harmony, less likely to be conflict
- Culturally appropriate (in some cultures indirect is the norm)

### Cons:

- Increased chance of miscommunication
- Lack of clarity and directness
- Potential for misunderstandings and frustration

# Retention Issues: Staff Engagement

Effective communication plays a crucial role in addressing retention issues within an organization. When communication channels are open and transparent, employees feel valued and heard. Regular and clear communication helps to set expectations, provide feedback, and address any concerns or issues that may arise. It also fosters a sense of trust and collaboration among team members. By promoting effective communication, organizations can create a positive work environment where employees feel connected, engaged, and motivated to stay and contribute to the success of the organization.



# Top Communication Issues in the workplace

- Ego and Attitude
- Passive Listening
- Cultural Differences
- Information Overload
- No Communication at all

# Ego and Attitude

- Often, teamwork is deterred due to ego and attitude. Team member's taking over discussions and preventing other team members from sharing ideas will affect team morale and make team members feel as if they do not have a voice and team members that feel this way will lose motivation over time.
- Team members that come off as if they have an attitude could make others feel intimidated. These team members will be less likely to speak up and will more likely terminate their employment sooner.

Solution: Help your team understand that everyone on the team needs to contribute for a better environment and workflow. There needs to be defined roles and they need to understand everyone's contribution for shared success.



# Passive Listening

- Passive listening is simply hearing what other the person has to say without truly understanding what they are saying and how they mean it. Often, you'll see people interrupting other people as they are trying to finish a sentence to either blow them off or give them a premature answer. When people fail to listen, they are unable to comprehend the message the other person is trying to relay. This often leads to misunderstandings and friction.

Solution: Before beginning a conversation, make sure to express the importance of active listening. Facilitate two-way meaningful dialogues where there is an explanation of active listening and conversation engagement. Clearly set the expectation that both people are to be heard.

# Cultural Differences

- While today's workforce is becoming more diverse, especially with people hiring abroad and international clients, there must be ways to communicate with everyone. People tend to be more persuaded by people from the same cultural background, therefore, managers face challenges of communicating with everyone as one cohesive team.

Solution: Cultural awareness training can help organizations with employees from a variety of backgrounds better understand one another so there are less misunderstandings and communication issues.

# Information Overload

- Sometimes workplaces receive more information than we can process at a time. Whether it is emails, instant messages, phone calls, teams conversations, etc..

Solution: Delivering information that is not a work necessity at the time can make employee's less productive and feel like they are being told too much information. Resources like desk alerts or intranet can put the information in a different place so the employees feel like they are not being forced to read it all at once via email or direct message.

# No Communication at all

- Many companies with internal communications problems have them because communicating with employees can often be overlooked or seen as being less important than external communications. This can lead to a myriad of problems, including affecting the company reputation that leads to confusion with the external clients.

Solution: Keep employees informed. Find a system that works to keep all departments up to date with company wide initiatives and information as well as a system that keeps the departments up to date with the information they may need.

# Three Main Types Communication Barriers

- Physical Barriers
- Emotional and Psychological Barriers
- Semantic Barriers

# Physical Barriers

Aspects of the physical environment such as too much noise or poor light that can make it difficult for people to hear or see each other properly, hindering effective communication.

# Emotional and Psychological Barriers

These are the emotional or psychological states of the people involved in the communication that can make it difficult to communicate effectively. This can include anger, stress or fear.

# Semantic Barriers

Semantic barriers are related to the use of language and symbols in communication. Semantic barriers of communication examples include situations where the people involved don't share a common language, or jargon or technical language is used to people who don't understand it.



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### Assessment

Assess the current state of personnel files, posters/notices, policies, and processes and providing recommendations for improvement



### Analysis

Conduct analyses on personnel components, such as compensation, benefits, or employee satisfaction; to ensure your people strategy is designed for success.



### Handbooks, Policies & Procedures

Create needed handbooks, policies, and procedures to help create the framework of success that meets all your compliance needs.



### Training

Develop training based on your company's needs, whether it is for employees, new supervisors, or even new HR staff.



### Employee Life Cycle

Provide consultation and support on all stages of the employee life cycle.



### Benefits and Compensation Market Analysis and Benchmarking

Ensure your compensation and benefits packages are competitive.