

10 Tips for Effective Communication in The Workplace



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Ineffective workplace communication costs U.S. businesses \$1.2 trillion annually, according to a report by [Grammarly](#). Not surprisingly then, it is a top concern among Organisations. However, getting communication right can be a challenge between people with varying backgrounds, vantage points, and cultures. From a law enforcement perspective ensuring you have excellent communication skills is imperative. Ultimately your communication skills will be on show, in particular, if you are called to give evidence in a Tribunal or at Court.

What Is Effective Communication?

Communication is the exchange of ideas and thoughts concerning work, but effective [workplace communication](#) is more than that. Effective communication is clear, and the receiver understands its purpose. So, both the sender and receiver of the message are satisfied.

Two-way Communication

Effective communication in the workplace is not just relaying information but explaining it in a way the receiver understands. Your objective is to ensure your message is sent in a manner that makes the other person feel heard and understood. In a law enforcement context, you should always ensure empathy, also don't forget this could be the first occasion your witness, victim or even suspect has ever had any involvement with authorities.

Benefits of Effective Workplace Communication

From research conducted within a variety of law enforcement positions only 13% of team leaders practiced effective workplace communication. Yet, if you can't communicate organisational goals and operational changes, convey culture and values to new staff, it becomes challenging to achieve set goals.

Effective communication in a workplace will boost employee motivation, engagement, and satisfaction, which will reduce workplace conflicts and enhance productivity. Within the investigation environment, effective communication is crucial. You may be dealing with a variety of members of the public who have a variety of life experiences. Victims and witness maybe traumatised by what they have seen.

Increased Employee Engagement

One of the benefits of effective communication is that it creates better relationships between all involved, having communication skills promotes employee engagement.

Enhanced Motivation to Work

Nearly 30% of the time, organisations experience low retention because of ineffective communication between management and staff members. But when employees understand their tasks and how their roles affect the team's overall success, they're motivated to take necessary steps. Not only will your organisation enjoy longer employee retention, which strengthens your company, employees will stay motivated, which makes all the difference.

Fewer Workplace Conflicts

Workplaces have staff with a various cultures and beliefs; however, conflicts will naturally arise. Most of these conflicts arise from ineffective communication tactics. Workplaces that embrace open communication and refined communication styles should therefore expect less conflict between managers and employees, and even among employees.

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With a solid understanding of how crucial effective communication in the workplace is, let's look at the top tips for effective communication, including the key communication skills you need to adopt, how to prioritise two-way communication, how to organise communication and more.

1. Communicate the Right Way

For more effective communication, first, ask these questions.

- What is the goal?
- Who needs to hear this?
- How should I pass the message across?

Ineffective communication may occur when staff talk to the wrong employees or share information in the wrong workplace setting. So, make sure the communication purpose directs you to relevant recipients. Also, choose the most appropriate communication method out of the different communication channels for the employee and situation. For example, an employee may prefer **email**, while another require a physical interaction, where there's eye contact, and they can read your body language. Generally, though, you should communicate urgent information or instructions face-to-face. As an example, when dealing with victims and witness, you should speak to them face to face then follow up your conversation in writing. You may require witness and victim to give evidence therefore it is imperative you ensure you maintain a professional relationship.

2. Prioritise Two-way Communication

Effective communication in the workplace involves speaking, active listening and feedback. Both parties need to understand each other. To improve this, consider the below.

- **Practice active listening:** To avoid missing important information, don't just listen to another so you can reply. Instead, listen to understand them. Maintain eye contact with the speaker, jot down whatever comes to your mind while they're speaking and respond with relevant gestures to show you're listening. Don't forget if they are a victim, witness or suspect you may only get one opportunity to engage this person.
- **Embrace feedback:** Ask your team members for feedback on your message and communication style and note their comments and concerns. You can also offer feedback but do it thoughtfully. Also, adopt constructive feedback by first appreciating their work and then pointing out how to improve. Allow them to share their thoughts on your feedback, too.

3. Build Your Communication Skills

Effective workplace communication starts with you developing good communication skills. Here are the most critical skills you should practice-

- **Be clear:** To communicate effectively, be clear about your goal, use easy-to-understand words and avoid incomplete sentences, in other words, little jargon in particular when speaking to members of the public. Also, provide context when communicating. If dealing with a victim you should ensure you have created the most appropriate environment with little interference, you must use simple, clear language. Always encourage questions, this minimises misunderstandings.
- **Remain courteous:** To enhance effective communication, you need to practice respectful communication and work through differences positively. Even during disagreements, try to stay polite, avoiding offensive words. Also, watch your body language and facial expressions, and use the right tone, so you don't give off unintentional cues. You should always ask yourself, is this how I would like members of my family treated?
- **Stay open-minded:** Make sure staff feel comfortable approaching you with ideas or concerns. They may have experiences you are not aware of or may have brainstormed other strategies. You should consider their thoughts and attend to them respectfully, even when busy. When dealing with members of the public and problems surface, on some occasion asking them for their thoughts may assist.

4. Embrace the Uniqueness of all involved.

One of the most important things to improve communication at your workplace is embracing each employee's unique communication style. That means you need to learn about their preferred communication channels and style. Then, tailor your communication methods to their select style.

5. Have One-on-One Interactions

To improve **communication**, you need to be intentional about workplace relationships. Schedule one-on-one meetings with your team members. These meetings show staff that you value them and are willing to connect with them more personally. Remember timid or reserved staff tend to be more open and share valuable information and feedback in private settings.

6. Schedule Weekly Team Meetings

To foster good communication amongst team members, **schedule weekly meetings** where employees can speak their minds. Team leaders can meet with staff to review each week's accomplishments, challenges, and concerns. They can also set goals and tasks for the following week and even discuss big-picture ideas. You can also take a step further by documenting important conversations and sharing recaps to clarify points and help the team remember recommendations and action points.

7. Make Time for exchanging information.

Team building activities often create a dynamic working environment, where people feel safe and build their confidence. So, get creative, it might be the case that team meetings take place inside a coffee shop or over morning tea. Team members will loosen up and improve communication and team collaboration, promoting **employee retention**.

8. Show Appreciation

Organisations with engaged and content staff are **23% more productive than** those with miserable employees. To move closer to achieving your goals as an organisation, you need to appreciate employees and show you care. Thank them for their brilliant ideas or for completing a task quickly. And that includes homing in on exactly what made you appreciative, it will show that you're genuine. For instance, you can say, "You did great, highlighting in your last witness interview."

9. Get a Team Communication App

Without good team communication, there will be miscommunications, especially since many organisations are now hybrid or remote. But with team communication platforms, employees can communicate, stay up to date and collaborate on projects. They can meet to carry out their tasks, share relevant information and discuss upcoming tasks. Communication apps include project management tools, video conferencing tools and voice-over-internet-protocol services.

10. Organise Communication Training Sessions

Consider holding regular communication training sessions so that both team leaders and employees can grasp basic communication skills that improve workplace communication. Hold training sessions physically or meet online over Google Meet or Zoom or any other communication platform. You can also use webinar tools for training so that old and new employees can always access them.

Bottom Line

Communication in the workplace should exceed exchanging information. It should include intentional communication exercises that enhance confidence, promote engagement and improve an organisation's overall productivity. So, irrespective of who you are communicating with coworkers, team leaders, witness, victim, suspect always be mindful of your communication styles. Remember, you rely on your team member for support, and assistance in an ever increase difficult environment!

Poor Team Communication



Blame

People in the workplace blame each other for issues

Irresponsible

People only take credit of successes. They hide their failures.

Incomplete Work

People don't make full work commitment and product unsatisfactory work.

Gossip

Gossip spreads like wildfire. People avoid direct questions and make assumptions.