

## Q1 POSITIVE MENTAL HEALTH

### SUCCESSFUL WORKPLACE COMMUNICATION

A workplace culture that fosters effective, respectful and inclusive communication can improve productivity, teamwork and employee engagement. The following tips are a guide towards being a more effective communicator.



### HELPFUL TIPS

#### ➤ Active listening skills: Don't just hear - listen

Active listening is a powerful tool in ensuring successful communication. Active listening means being engaged in the dialogue, setting aside distractions in thoughts and environment – being present. Paraphrase what the other person says to show you're listening and to check understanding: "So what you're saying is... Is that right?" Validate concerns and aim to understand where they are coming from, even if you don't agree with their opinion.

#### ➤ Use inclusive language

Practise being respectful and inclusive of the other person and their viewpoints. Minimise language that might exclude, such as stereotypes that identify or demean people on the basis of disability, race, religion, gender identification or sexual orientation.

#### ➤ Speak honestly and fairly

Effective communication is built on honesty and fairness, along with promptly sharing relevant information. These attributes lead to trust. Trust is the foundation of long-term business relationships. Without it, people feel insecure and will withhold information. Appreciating how much we value honesty and fairness in others can help us value it in our own communication.

#### ➤ Combine verbal and non-verbal communication

Non-verbal cues play a key role in communication and include aspects such as eye contact, body language, facial expressions (such as smiling), head nodding, and tone of voice. Ensuring your verbal and non-verbal communication is aligned can make communication much clearer. Using positive non-verbal feedback, such as nodding your head when someone is talking, open and welcoming facial expressions and body posture, accompanied by affirming words such as 'ah-ha,' 'OK', 'I see' will help the conversation flow and encourage colleagues to participate more freely in the discussion.

#### ➤ Create a positive atmosphere

Framing your communication in a positive way can have a powerful impact on the conversation and increases the possibility that the other person will feel optimistic at the end of it. Respectful and empathetic dialogue can encourage others to express their opinions and feelings and think more creatively, which can bring about new initiatives and create an environment where employees feel valued. This doesn't mean everyone has to agree. Rather, effective communication welcomes, acknowledges and values differences of opinion, uses these differences to create better ideas, and then encourages collaboration.

To arrange an appointment, call AccessEAP on 1800 818 728.

## CONNECTION TO PLACE, BODY, CULTURE & NATURE