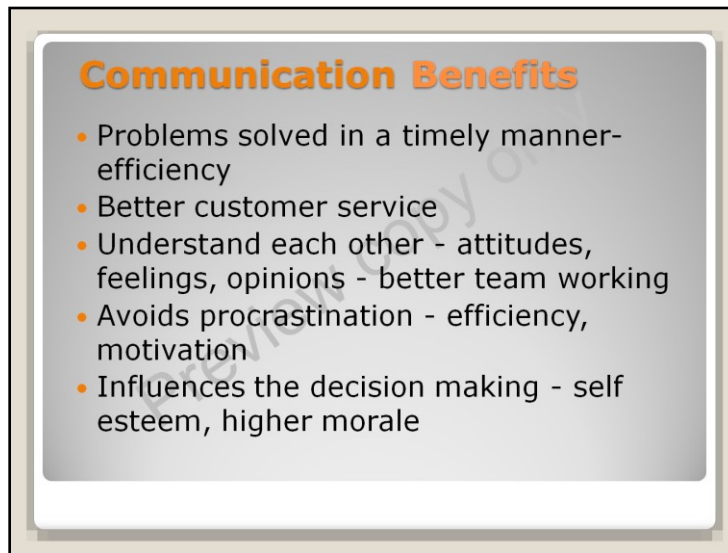




INTRODUCE bite sized workshop in terms of what we will be covering.

POINT OUT:

- Some of the biggest issues organisations are faced with today is when basic communication goes wrong between people at work.
- There is more to communication than opening your mouth and mouthing words - in fact it's because some people don't do this, or they do it poorly, means that all sorts of conflict, misunderstandings and lack of morale/motivation manifest themselves in the workplace.
- Even then, you can get two versions of the truth, depending on who you talk to.
- Like any skill process, thinking about what communication is, and why it goes wrong, can be useful to avoid it going wrong in the future.

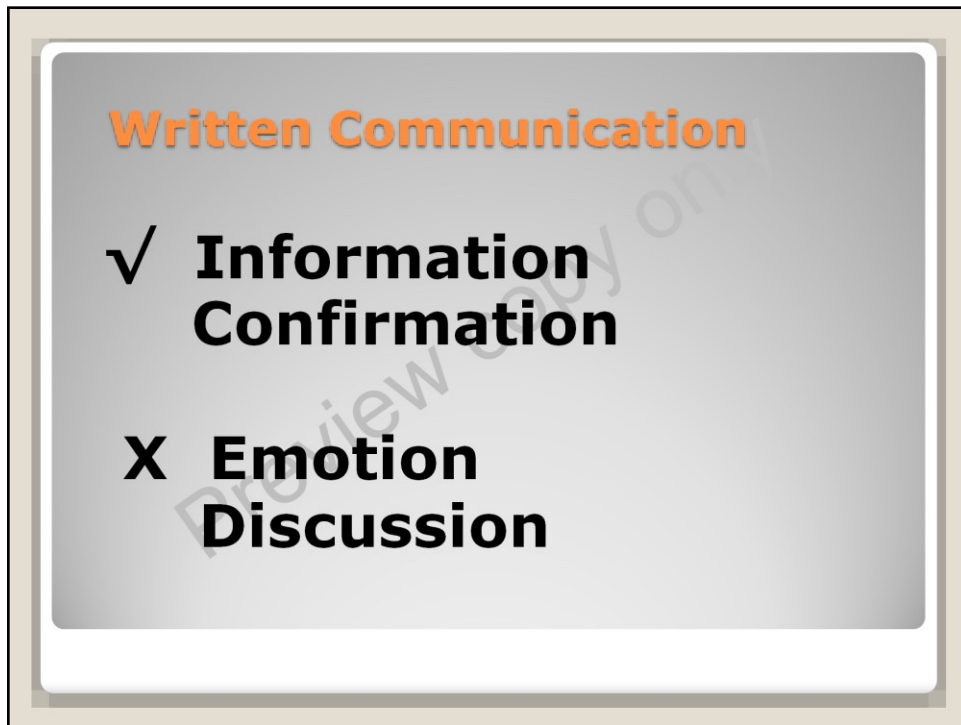


Q What are the benefits of good communication skills in your day to day dealings with others?

FLIP UP responses to include:

- A Problems are solved in a timely manner. When problems aren't promptly addressed and resolved, people tend to feel devalued, leading to resentment and frustration with the colleague, manager or customer. Performance levels drop.
- Clear, concise messages are delivered and misunderstandings about what is expected are greatly reduced. Phrases like "I thought you meant!" disappear.
- Improved customer service.
- Communicative team members learn up front what the other party wants, and therefore they can negotiate a 'win-win' situation more quickly and effectively. - better teamwork.
- Avoids procrastination. People tackle the problem, not leave it for another day. You don't get comments such as "Oh, it's Fred - you know what Fred's like - he's bound to kick off again - I can't be egged with it today, I'll do it tomorrow"
- Gives ownership of issues/problems to the individual.
- Decision-making is something staff feel part of, not being done to them.
- Higher morale – physical and mental stress are reduced because people feel less like victims and more like influences in their work environment.

SHOW above slide to reinforce and refer to handout: Communication Benefits.



EXPLAIN some organisations have banned the use of email for anything other than hard factual information. If it is at all subjective, or requires an answer, they must speak over the telephone or face to face. E.g. Liverpool Council banned email on one day a week.

SHOW above slide to emphasise methodology between written and spoken.