COMMUNICATION STRATEGIES THAT WORK

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For an organization’s success, communication is a cornerstone that we need to build, work on, and strengthen. Especially during times of crises, effective communication skills can help in bringing sound results even with time constraints.

To better yourself in the administrative division, here are some great communication strategies you can use:

1. Timely Communication

To have an open avenue for ideas and suggestions, communicating on time and with timely issues are crucial. The goal is to have a win-win situation by reaching recipient at the most appropriate time. When you communicate, ask yourself: if I don’t give this information to my boss or co-worker, what would be the impact and damage if there is? What form of communication should I use? What would be the content of my message?

Remember that urgency is vital in communication. If you call or send a text message, or if you send an email, which of these can be seen and read first by your recipient? How would you get your message across them as urgent?

Ask these questions and prioritize which messages or information is timely and relevant at the moment and then, take the necessary action.

2. Include appropriate people in the loop of your message
It is important that concerned individual be furnished with the information. This is important to ensure that proper channeling and immediate actions are made on time and with the right solutions.

3. Managing your emotions during the communication process

How we respond to information, news, opinions, and ideas vary. If you notice that emotion is getting in the way, take a pause. Be open to the recipient’s take on the message being given them. Allow them to talk without interrupting. In cases where agreements cannot be made, end the discussion first until emotions have settled. Say something like “I understand that this is important to you. Let us take some time to process the concern. Let us pick back up on this later at a later time that works best for both our schedules.” This allows a moment to process the situation, respond to the concern properly and with decorum.

There are other effective means to communicate well with colleagues and superiors, as well as the clients you serve. Understanding its importance is vital as proper and effective communication can create wonderful working relationships that give the best results.

References: