IMPORTANCE OF EFFECTIVE WORKPLACE COMMUNICATION

by:
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It is important that effective communication is present at workplace, management-employee relation needs a clear understanding and interaction to increase performance, productivity and job satisfaction of the members of the organization and all the parties involved in the communication process.

Effective communication increases the productivity of the employees, the manager/head of a department must give definite and clear instructions to his staff so that they will clearly know what are the organization expected output from them. Especially when there are changes in work and processes inside the department, “Don’t Just Tell Employees Organizational Changes Are Coming, Explain Why”. These changes must keep employees involved so that they are well informed on what are happening and briefly explain how these changes will benefit the organization. This can be done by face-to-face meeting with the staffs and the leaders of the organization. Through this, the employees will see how transparent and trustworthy their leaders are and will lead to productivity of their work because staffs who are well informed are more likely to do their job with passion, direction and confidence.

Communication in a workplace can also increase job satisfaction wherein upward and downward communication are present between the leaders and his subordinates. Upward communication is when the managers or the leaders listen to the complaints, feedback, suggestion and innovative ideas of his subordinates. It results to job satisfaction if employees can voice out their opinion on how to improve the processes of work in the workplace. While downward communication is when the managers and the leaders give information with his subordinates through memos, meeting, messages,
manuals, handbooks and speeches. Effective communication is present when the message gives all the employees a clear understanding that can keep all of them on one page.

Good and effective communication within the workplace is a tool in maintaining and achieving a strong working relationship in all the members of the organization. Managers and leaders who invest more time and dedication to deliver clear information build trust among employees. Thus, employees and staffs who are effectively communicating with his manager, customer and co-worker are always the valuable assets of an organization. Always remember that good relationship relies on open and honest communication.

References: