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Source

A monthly resource for members of IMEA's Safety, Education & Training program.

Communication Issues in the Workplace

Effective communication is critical to every aspect of a successful job. Being able to work safely especially relies on effective communication between everyone involved in a work task or on a job. Effective communication includes having honest conversations. Part of having honest conversations is bringing up and discussing issues as they arise.

Examples of Scenarios When You Should Speak Out

There are an endless amount of possible scenarios of when you should speak up and have an honest conversation to address an issue. Below are some general examples of when you need to stop and communicate an issue to get it resolved prior to continuing on.

- When you see someone working unsafe.
- When you do not have the proper training or knowledge to do the task at hand.
- When you do not have the right tools or personnel to complete the task correctly.
- When a safeguard is not implemented.
- When a hazard is present that could injure you or others.

From the Desk of

Duane Richardson

A vital part of any successful business is attracting and retaining hardworking and happy employees. Whether it's a generous salary, a satisfying title or a rewarding office environment, employees need to be content in order to perform to the best of their abilities. Identifying what incentives bring in and keep the top talent happy, however, is difficult to determine.

A recent study by the Society for Human Resource Management (SHRM) has revealed the top five factors that lead to employee satisfaction and to no surprise, Communication was one of the five. Are American Workers Satisfied? Good communication between employees and management appears on almost every survey you can find relating to employee satisfaction.

Good communications Between Employees and Management

- 57% say good communication is key to satisfaction in the workplace. Good relationships foster good communication, which in turn makes for happier and more productive workers. This factor was significantly more important to employees with longer tenures of 11 to 15 years. The SHRM study relates the need to have good communication as a way to cultivate an open and creative work environment. Poor communication has proven to stifle creativity and innovation, as employees can be reluctant to voice concerns and ideas because of a fear of repercussions.

Indiana Municipal Electric Association SCHOLARSHIP ELIGIBILITY



Please see application for eligibility requirements. Complete and return application for scholarship by deadline of **March 18, 2020**

CLICK HERE 2020 IMEA SCHOLARSHIP APPLICATION FORM

IMEA CALENDAR

March

- 4-5 *Supervisor Safety Workshop (Mishawaka)*
- 11 *Supervisory Development Series (Mishawaka)*
- 23-4 *IMEA 610 Wood Pole Climbing Workshop Class # 032320 (Lebanon)*



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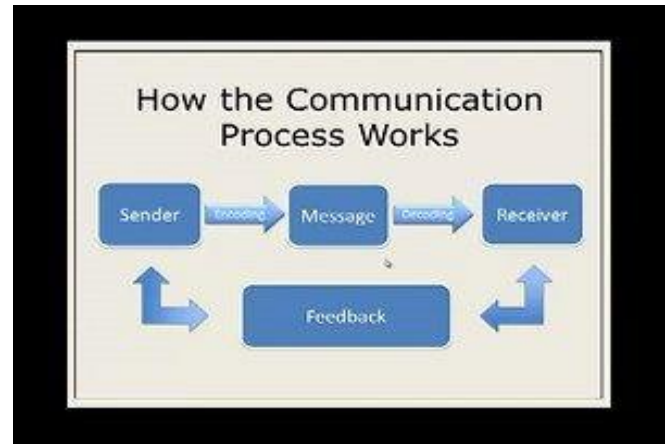
Communication Issues in the Workplace

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How to Go About Communication Issues

- Take the time to have the conversations that need to be had to correct the situation.
- Involve the right personnel in discussions.
- If someone is working unsafe stop and have a respectful conversation about it. If you do not feel comfortable approaching them, approach a supervisor.
- Follow up conversations if necessary to ensure the situation was resolved and measures are being taken so it does not occur again.
- If necessary, ensure that others outside the immediate work group are informed of the issue and/or the corrective actions of the situation that occurred. For example, an investigation report or lessons learned report may be necessary to inform others in the company so a similar incident does not occur again.

One of the most difficult things to do on the job at times is to have honest conversations. These conversations can be uncomfortable. That being said, honest conversations about issues as they arise are critical to being able to work safely. Issues that result in individuals being at risk for injury are everyone's problem not just the worker who is put at risk to be injured.



Think of the Next Person

There are many things that need to go right for a worksite or company to maintain a high level of safety and experience zero or a low number of injuries over a long period of time. One characteristic of a workforce that is very important to achieve low injury numbers is having employees who consider how their decisions affect others. When workers think about each other when preparing for a task or doing a task, everyone wins. An important rule of thumb when making a decision is “to think of the next person”.

Summary

Great things happen when everyone begins to consider how their decisions will affect others. Realize that your own safety not only depends on your decisions, but choices made by every other person working around you. A choice as simple as placing a heavy box on a table instead of the floor can save a coworker from experiencing a severe back injury that places them out of work for months.



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