

ESOURCE NEWSLETTER



Complexity is the name of the game in today's fast paced world.

THE EFFECT OF POOR COMMUNICATION IN THE WORKPLACE

Complexity is the name of the game when it comes to today's fast-paced business environment. This means it's more challenging than ever for leaders to have meaningful, two-way communication with employees.

When looking to improve situations that may have been exacerbated by a lack of communication, it's helpful to identify the precise problem or barrier, take time to understand the root cause, and then consider what solutions may best be applied to improve poor communications skills and achieve your desired results.

IMPORTANCE OF EFFECTIVE WORKPLACE COMMUNICATION

Effective communication is a critical component of business success. Yet, for most leaders, this can be a significant blind spot that derails relationships, make goals harder to achieve, limits advancement opportunities, and impedes overall business and personal success.

Communicating effectively in the workplace is not just exchanging information. When done well, there is real power in internal communications to move organizations forward, engaging employees in collective action that supports the organization's mission and vision.



Communication effectively in the workplace is not just exchanging information.

WHAT IS POOR COMMUNICATION IN THE WORKPLACE?

Poor communication is a breakdown that results from a discrepancy or disconnect between what is said and what is understood. This lack of mutual understanding can happen at the interpersonal level between colleagues or at an organizational level.

There are many ways poor workplace communication can happen. While some of these ways may be easier to spot than others, all of them can be harmful to employees and the business as a whole.

CAUSES OF POOR COMMUNICATION IN THE WORKPLACE

It's not as if management comes to work each day saying, "I want to withhold information." Likewise, employees don't say, "I want to screw something up!"

So, why aren't we communicating better?

Communication problems are often caused by a myriad of challenges, including a leader's limiting beliefs, lack of clear strategy and objectives, information overload, limited feedback (how do you know you're doing it right?) and poor leadership tone from the top.

In many cases, poor communication skills can start with one's foundational beliefs about communication that get in the way:

- **We believe we are born as an effective communicator, or that there is a magic pill available, and then therefore don't practice and don't get better.**



The single biggest problem in communication is the illusion that it has taken place. ~George Bernard Shaw~

- **We're afraid of failing, and that fear stops us from trying and learning new things or skills.**
- **We have a mistaken belief that good communication is all common sense.**
- **We unintentionally communicate from our own perspective.** We're very clear about what "we" think in our heads. But, communication happens in the mind of the listener, and it's important to communicate from your audience's perspective with the focus, detail and attention that real communication demands. Work gets done through others and the more you know about them, the better you're able to motivate and move them to action.

By addressing these communication pitfalls you will have a different paradigm through which you will view your career, your business effectiveness and your ability to lead others.

The more you know about someone, the better you can listen to them, empathize, guide them in the direction you want them to go.



HOW TO SOLVE POOR COMMUNICATION IN THE WORKPLACE

Improving communication involves more than just disseminating the message properly so that it's heard. It means ensuring that the message resonates with and is understood by the listener(s) in a way that will move them to action. It's hard work, but it's worth it.

We've outlined four practical solutions to help you make progress right away:

- 1. **Know Your Audience and Their Needs.** The more you know about someone, the better you can listen to them, empathize, support or guide them in the direction you need them to go. Commit to putting in the work necessary in order to understand your audience and their needs, and balance that with the needs of the business. By understanding and listening intently to employees, you are able to better meet your employees' strategic communication needs.

- 2. **Communicate the right message at the right time.** Focus on high-visibility, high frequency communications, setting detailed communication plans that allow for regular authentic and candid conversations with employees and ensuring a smart cadence or rhythm to meet the needs of the team and business.

- 3. **Frame the context and make it relevant.** You achieve this when you connect the dots between what you say and what your employees already know.

- 4. **Measure your communication to guide solutions.** By creating a baseline from which to measure progress and success you can identify key issues and pinpoint critical areas for action.



Conclusion

There is a real opportunity for organizations to elevate engagement, performance and productivity by addressing issues of poor communication in the workplace. By making communication improvement a top priority, you can drive meaningful engagement, change and results, turning a good organization into a great and successful one.

Friday Safety Tip of the Day

HAZARDS DO NOT DISCRIMINATE

There are some questions I want you to consider:

- *Who gets cut worse if a rotating chainsaw strikes their unprotected leg – a highly experienced chainsaw operator or someone using a chainsaw for the first time?*
- *Who gets electrocuted first when touching an energized power line and a ground without rubber gloves – a union or a nonunion lineworker?*
- *Who hits the ground first after a fall from the same elevation – a senior vice president or an entry-level apprentice?*

I could go on with an exhaustive list of hazards and demographic differences, but instead I will state with absolute certainty that hazards do not care about experience, age, race, gender, or any other differences among people.

January 2, 2024 we had another chainsaw injury - Worker was kneeling on one knee operating the saw, saw kicked back and struck his right thigh

Personal Protective Equipment » Leg Protection

Each employee who operates a chain saw must wear leg protection constructed with cut-resistant material. The leg protection must extend from the upper thigh down to the boot top and adequately cover the leg. [29 CFR 1910.266(d)(1)

(iv)]

IF YOU'RE ON THE GROUND YOU NEED CHAPS ON!

February Workshop

IMEA Introduction to Supervision Workshop



Date: February 21 - 23, 2024

When: 8:30 a.m. - 3:30 p.m

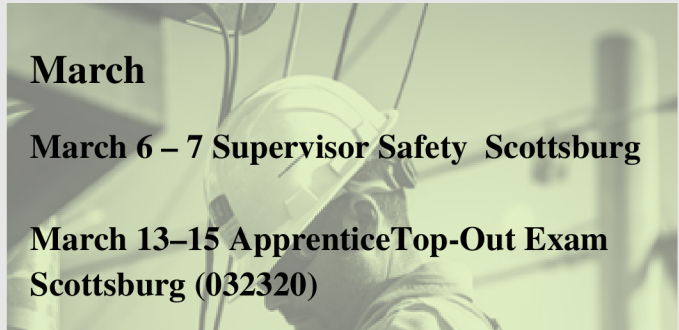
Certificates upon completion.

For more workshop details and information please visit: www.imea.com Register Today!

March

March 6 – 7 Supervisor Safety Scottsburg

March 13–15 Apprentice Top-Out Exam Scottsburg (032320)



April

April 1 – 5 IMEA 611 Basic Workshop Scottsburg (032023)

April 15 – 19 IMEA 613 Advanced Workshop Scottsburg (041921)

April 29 – May 1 APPA Legislative Rally Washington

May 6 -17 IMEA 610 Wood Pole Climbing Workshop Scottsburg (050624)

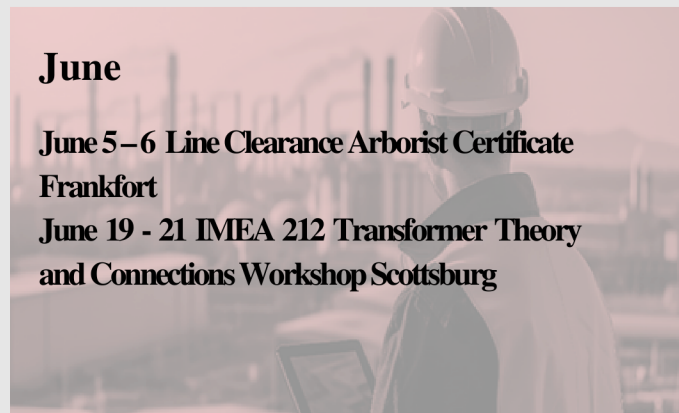
May 20 – 24 IMEA 612 Intermediate Workshop Scottsburg (050222)



June

June 5 – 6 Line Clearance Arborist Certificate Frankfort

June 19 - 21 IMEA 212 Transformer Theory and Connections Workshop Scottsburg



Thank You!

SIGNATURE SPONSOR



Automated Energy



Automated Energy

AMI data dashboards revolutionizing how Indiana manages power.



automatedenergy.com



Careers in Public Power

Public power is more to communities than just an essential utility. It is a source of unique and fulfilling career opportunities in your local community. Employees make a difference by serving their own neighborhoods and families. Talented high school, college and technical college graduates and even technology, environmental and public service professionals will find that competitive salaries aren't the only thing attractive about careers in public power.

Do you have important news or photos that you would like to share in our bi-weekly newsletters? Please email all news and photos to janel@imea.com

To post a classified ad to our jobs in Public Power page. Please email text to janel@imea.com.

INDIANA MUNICIPAL ELECTRIC ASSOCIATION

176 W. LOGAN ST. #225
NOBLESVILLE, IN. 46060

765.366.5506 | www.imea.com

