

QUICK TIPS – CLEAR COMMUNICATION

“How long is a day?”

Quick! It’s not a trick question.

A “**day**”, as we all know, is 24 hours long. And yet, when it’s dark, we call it “**night**”. It’s “**day**”, when there’s light.

Often, we use the same word to convey very different meanings. Obviously, this can lead to **Communication Confusion**.

“I need the report tomorrow.”

This is fuzzy communication and ambiguous direction.

The manager may need the report at the start of the next day, whereas the employee may have assumed that the report was required by the end of the next business day.

The intent of the communication needs to be confirmed!

In order to eliminate **Communication Confusion**, the communication process requires a **feedback loop** from the Receiver of the communication back to the Sender of the communication to ensure confirmation.

Ask the Receiver of the communication to re-state her or his understanding of what was said. This process of **paraphrasing** will help to ensure that what was **implied** is consistent with what was **inferred**.

Benefits

Clear Communication will result in:

- ◆ Reduced frustration and conflict
- ◆ Improved performance
- ◆ Positive work environment



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