

Poor Communication in the Workplace

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Table of Contents

Introduction.....	3
Analysis.....	4&5
Solutions.....	6&7
Conclusion.....	8
References.....	9

Introduction:

Poor communication can't be discussed without outlining how useful communication is in our place of work.

Good communication is not only the exchange of information. It is about understanding the emotions and intentions behind the information. Along with being able to communicate clearly. You also need to listen so that you can understand the intended meaning of what is being said and what makes the other person feel heard and understood.

constructive communication seems instinctive, but when we try to communicate with others, we often have problems. Saying one thing and listening to other words can lead to misunderstandings, dissatisfaction, and conflict. It can cause problems with family, school, and work relationships.

We need to learn some important techniques to communicate more clearly and effectively with many of us. If you want to improve communication with your spouse, children, bosses, and colleagues, learning these techniques will deepen your relationship with others, build more trust, respect, and teamwork. Overall social and emotional health maybe improve.
(Lawrence et, al 2020)

Lack of communication in the workplace can lead to friction, setbacks, confusion and highly stressful situations, and people can lose the motivation to increase productivity and collaborate. These lack of synchronization, depend on how employees interact with their customers.

If miscommunication happens, it is not enough to solve specific problems and challenges. To determine the impact of miscommunication, it is important to verify the reasons. By recognizing these practices and gaining knowledge of them, organizations can also solve potential problems and incorporate further development in disrupting telecommunication lines in the workplace. (Anton, 2017)

Communication in the place of work, the exchange of data and idea within the organization is very important. You need to have a good communication between employees in the workplace to maintain your business efficiency and productivity. Seamless communication between employees and employers can improve morale, productivity, and engagement, especially when the employer spent time and energy creating verbal communication channels. These managers quickly build employees confidence and improve productivity and efficiency. Employees who interact effectively with colleagues and bosses are always a valuable company asset.

Communication is so important in the workplace because, it provides stability, purpose, foster a transparent company culture, create accountability, and built productivity and growth.

Why there is poor communication at the workplace?

Poor Leadership - Employers are looking at business owners and administrators to get instructions at work. A good communication that begins at the top motivates the staff members to be innovative. These good leaders clearly communicate the purpose, objective, and future vision. However, weak, and incompetent leaders are frequently dominant and cannot stimulate the team. Inadequate leadership communication maybe more confused or frustrated than at the beginning since the manager may not be able to answer clear questions or points.

Limited Feedback – This is information provided by agents about performance and understanding aspect. It provides valuable information to make important decisions in the future. Both positive and negative feedbacks are very useful. The reason for high performing companies is because they use feedback consistently to improve their businesses. Inadequate communication can strictly limit feedback given to employees and effective and efficient work.

Unclear Objective – Objective and goals are powerful in business because they focus on achieving desired results, such as profitability. Profit does not come by magic. It requires caring employees who know what management want them to accomplish and it can be only achieved where there is transparency. If the organization or managers, do not provide guidance, it may lead to misunderstanding and frustration, may also unintentionally underperform.

Lack of Motivation – When an employee loses interest in his job or company, he is seen as demoralised. Employees who feel demoralised often also feel unappreciated and even disrespected despite their ability and talent. This often results to employees becoming unproductive and irritable, ignoring open line of communication instead of helping to move

the business forward. Employee morale recovery can involve re-evaluating the workplace culture and thinking about what is needed to create a work environment in which employees are personally invested enough to work with good attitude.

Diversity and Culture – The working environment is becoming more and more diverse. A diverse work environment has been proven to help companies flourish by bringing greater creativity and innovative new ideas. However, one of the challenges of increasing diversity in the workplace is poor communication. Different people with different backgrounds convey information in different ways and have different nonverbal signals. The interpretation of messages will also vary. For example, A yes in Greek is a no in English. That is why is important for companies to invest in employee education/training. (Hani, 2021)

My personal experience about poor communication at workplace

A few years ago, I was working as a receptionist at a hotel, I noticed from the first day at work that most of the staff members are demotivated. There was poor collaboration between colleagues, and there was no semblance of teamwork.

On my first day of work, I was expecting proper training to be able to do my work and duties as required. Even though the manager instructed a colleague to train me using the to do list that has been already prepared for me, I was ignored and left to be reminding him repeatedly. During handing over, I noticed that he had Earpods on, probably listening to music which means, he was not paying attention while on the job. Every conversation deserves your full attention. According to the “Shannon model of communication”, noise is a barrier to an effective communication process between the sender and receiver. Noise distracts both the sender and receiver.

After day one, I felt helpless and decided to send an email to the manager explaining what I experienced on my first day at work, hoping for some form of response or action so that I can get the required training I needed. To my surprise, I did not get no response until two days after. When asked why no reply, he said he wanted to speak to me and my colleague in person. I took it as a matter of urgency at the time, but instead of him calling or messaging us on the phone, he opted to speak to us in person. For me, that was time consuming and an unnecessary delay.

However, the duty manager was assigned to me to help with my training, but again the duty manager had little time for me. She prefers answering my questions through email than in person, even though we were on the same shift. After my second week, it negatively impacted my mental and physical ability to do my job.

From my experience, there is the need for comprehensive solutions for effective communication at the workplace.

Solutions:

Productivity, working relationships, and morale can be difficult if you have communication issues at work. And if communication issues are not resolved, profit margins, higher sales, mistakes, and a negative public image are common. It is important that you identify and resolve workplace communication issues before things get out of hand. (Rea, 2020)

How workplace communication can be improved

1. If you develop trust between you and your employees, they will feel more comfortable to communicate with you when problems are occurring at the workplace. A good way to build this foundation is to establish a good relationship with your staff first. For instance, when I started work at CN Security, the manager invited me to lunch with my new colleagues. We were not there to discuss issues relating to our job, but about understanding the peculiarities and preferences of others. Although this was a small move, it played a very good role in breaking the ice and helped open channels of communication with everyone on the team,
2. demonstrate to your employees that you are trustworthy. Most employees do not trust their employers. It is very important to show your employees that they can trust your company. Show a genuine interest in them, sympathise obstacles or difficulties, and do what is necessary to help. When your employees know that they can trust you, they stay and find a solution together when there is a problem.
3. Sometimes, all it takes to open a communication line, is to set a time to do so. If your employees are busy and want to share recent challenges, worries, or even victories, they may worry that you will overwhelm them during the day. By setting up regular meetings for contact, you will learn more about what is happening in the workplace and better understand how to handle it.
4. People are often thinking that information should come only from them, but effective communication is to listening to others as well. If you do not actively listen to what others say, it will be difficult to end in the same page. Ask questions for clarification and pay your full attention. Avoid multitasking while others are talking.
5. one of the biggest setbacks to quality communication in the place of work is to overlook alert or signal, and quickly fashioned assumptions. If your employee is lagging in an area in which you anticipated them to excel, do not straight away assume that they are slacker or they do not care. Instead provide a non-confrontational option to dig in to where the issue is. When you ask your employees how things are going, you may find out that they are having a difficult time focussing at work, or that they are no longer used to doing so many tasks at same time and want to prioritise something.
6. Make sure you have the appropriate communication tools for healthy communication. Having basic communication tools like WhatsApp group, employee directory, suggestion box, surveys, social messages or more. Most employees including myself prefer group chat than letters or email to receive information or instruction from the manager or colleagues.
7. When people don't understand their roles, communication in the workplace quickly breaks down. This is closely related to maintaining workflow transparency. Determine the key stakeholders in the project, and the channels through which the project must be completed.

8. Actively seeking positive feedback is one of the effective ways to improve communication in the workplace. For example, after each private interaction with the boss, we want to know if there are any additional feedback to give.

Finally, when you are busy at work, it is easy to forget to check regularly, and it is one of the best ways to maintain effective communication at work. Do your employees know when you are monitoring projects and what element you want to see in their work? One of the most frustration experience as an employee is to quit a project and know your manager wants something completely different. To avoid this, you need be open and clear to ask question from the beginning. (Kristin, 2018)

Conclusion

I began this report by noting the importance of effective communication. As this report has shown, it appears that there is a gap in effective team working and communication in the workplace. Even though we should also note that some companies are investing on devices and equipment to improve communication for their businesses. My position on this report is based on the research, evidence available, and the knowledge gained re-enforces the idea that effective team working, and communication should be prioritised and promoted in the workplace. Good communication can also boost the morale of employees, form trust, increase employee commitment and dedication, customer satisfaction, increase productivity and profit. Company owners and stakeholders should put policies in place to minimise or eradicate poor communication at the workplace.

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