

Digital Skills Research Methods

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Topic: Staff Communication Using Microsoft

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Staff Communication

Staff communication is the active sharing of information, ideas, and feedback between leadership, managers, and employees. Effective communication sets clear expectations, prevents workplace conflict, and directly drives employee engagement and productivity.

Key Principles of Effective Communication

- **Headline Upfront:** Lead with your main point or call-to-action first to save listeners mental effort, then follow up with brief, numbered supporting points.
- **Two-Way Dialogue:** Encourage team members to ask questions, voice concerns, and critique ideas to build trust and prevent bottlenecks.
- **Active Listening:** Pay attention to nonverbal cues, avoid interrupting, and process the speaker's perspective without immediate judgment.
- **Diplomacy:** Keep feedback objective and focused on work behaviors rather than personal traits. Praise publicly and correct or criticize privately.

Essential Communication Channels

- **Face-to-Face & Video:** Best for sensitive discussions, brainstorming, and building personal relationships.
- **Instant Messaging:** Platforms like Slack or Microsoft Teams are ideal for quick questions, project updates, and informal check-ins.
- **Written Communication:** Best for company memos, policies, and official documentation. Always read and re-read written messages for tone, clarity, and spelling before sending.

Building a Strong Strategy

- **Set Clear Goals:** Ensure employees know exactly what is expected of them, what the company's non-negotiables are, and how their role contributes to larger goals.
- **Create Anonymous Feedback Loops:** Use employee surveys or digital suggestion boxes to encourage honest, un-penalized feedback.
- **Be Consistent:** Repeat important company-wide messages across different formats to ensure it registers with everyone.

