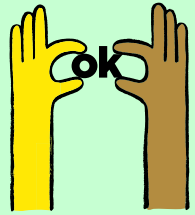


Tips for Healthy Communication



HEALTHY RELATIONSHIPS WITH COLLEAGUES CAN BRING OUT THE BEST IN YOU AND MAKE YOU FEEL GOOD ABOUT YOURSELF. WHETHER IT'S A RELATIONSHIP WITH A MANAGER OR WITH A TEAMMATE, OUR RELATIONSHIPS ALL DEPEND ON OUR ABILITY TO CLEARLY COMMUNICATE OUR NEEDS AND FEELINGS TO EACH OTHER. WHILE THAT MIGHT SEEM SIMPLE ENOUGH, COMMUNICATION CAN BE CHALLENGING AT TIMES IF WE CAN'T FIND THE RIGHT WORDS TO EXPRESS HOW WE ARE FEELING. REMEMBER, NOBODY IS A MIND READER.

Start by thinking about your own communication patterns and to identify the areas where we can improve.

Practise observing without evaluating. Healthy communication begins with healthy listening.

Identify and express your feelings. Whenever you notice a shift in your mood, try to identify what you feel and need in that moment—naming your emotion is a great place to start.

Listen empathically. People are generally more willing to hear you once they feel heard and understood.

Discussion Questions

1. Consider a time recently as a team when you felt as though your needs were not met. How did you react? If you were to experience this moment again, how would you react differently to clearly communicate your needs? Share this experience with a colleague or as a team and notice how reflecting on these kinds of moments can help you all rethink your communication strategies.

2. In your own words, what does positive communication with colleagues in the workplace look and sound like to you? What does negative communication look and sound like to you? (For example, body language, facial expressions, tone of voice, etc.)

Take Action

1.

Sometimes it's hard to put our best foot forward each day especially when we are going through personal challenges. If you're having a particularly difficult day, consider taking a short break to go on a walk or do a few yoga stretches. This time to yourself will allow you to think about how you're feeling and enable you to return to your desk with a fresh perspective.

2.

Consider keeping a journal or a note on your phone and write down any feelings or emotions that are distracting your focus. The process of writing our feelings down gives us a chance to reflect on our needs while promoting a greater sense of self-understanding and self-awareness.

3.

Like learning any new skill, it takes practice to improve our communication skills. As we begin to notice how we communicate to others—and where we have communication difficulties—we can become more mindful of how our messages are received both inside and outside of the office.

