

# New Workplace Communication Skills



Ilona Vass

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## New workplace communication skill #1

### DIVERSITY



The demand on Managers and Team Leaders to develop adaptability fast AND pull their departments and teams along on the “speed journey” is consistently rising. The biggest asset to make this happen is communication.

Communication which takes the diversity of the department/team into consideration looks like that:

- Know that your staff have very different ways of communication
- Adjust your communication style individually
- In team meetings speak to them in their language by “rotating” your language
- Generously motivate people by knowing what language they like to hear to feel acknowledged
- Know when your own stress starts to show in your communication behaviour and take appropriate steps before it gets worse.

It is important for people to discover their “self-sabotage” in communication and expand their abilities to communicate with the diversity of their departments and teams, so they feel confident and manage with ease.

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## New workplace communication skill #2

### CONNECTION



One thing is sure: the better you connect with your team/department staff in response to COVID-19, the better you will manage the necessary change. Connection obviously happens with the (fast learned) technology we have available, but it happens also through our communication.

As a team leader/department head you will have realised that each of your staff will value different things in communication and how they show engagement and loyalty. So good connection and good communication takes center stage.

But what to do when you have one or two members you are just not sure how to address any longer (you've tried it all) and they are seemingly not performing and pulling on the same string?

People in your workforce who feel a stronger connection to you and their peers are performing better (Source: [Forbes](#)). Knowing about different ways to communicate your intention to connect, so they can hear you better, is an essential leadership competence.

How do you explore your communication competence and establish a new connection with your "difficult" team members?

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## New workplace communication skill #3

### COMPASSION



With the “new normal” we are all feeling stress right now. In our work lives and personal lives alike, we all would like to receive a little empathy, compassion and understanding.

Unfortunately, for some managers, team leaders and team members this isn't their first reaction to others' negative emotions. Well, don't be fooled, showing compassion is actually speeding up things, by connecting with your peer AND driving outcomes.

If you know someone who hasn't been showing much compassion for their employees during the last few months, it might be worthwhile developing the three key stages to communicate compassion:

- Identification – learn how to look out for early signs of distress in others' communication, there are distinct clues
- Understanding - be with him/her in the space, don't rush to solutions but develop them collaboratively by speaking to them in their preferred language
- Reaction – learn how to detect and control your own urge to show stress in your language

Taking on a compassionate mindset and improving communication with team members will make you a respected leader. Who has shown you compassion lately which made you feel better and achieve more?

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## About Ilona

Ilona is obsessed with remarkable communication and positive conflict management. She is on an inspired mission to improve the way humans speak with each other and handle challenging conversations, always having a positive outcome in mind.

Ilona loves to assist leaders and their teams to develop engaged, thriving and supportive workplaces. She believes a healthy and compassionate company culture equals a profitable business.

### HOW ILONA HELPS:

- ➔ Strategic plans to implement positive communication and conflict management for the long term
- ➔ Training programs on how to develop full communication potential
- ➔ Coaching Executives and Managers to feel confident removing the drama in the workplace and taking communication to the next level.
- ➔ Online LIVE programs to fast track resilience building for stronger leadership in the current global situation (COVID-19)
- ➔ Speaking on topics of communication, conflict and human behaviour

Are you ready to make a **positive change in your company's communication culture** and create a happy and profitable workplace environment?

Ilona would love to hear from you. Contact her [here](#).