

Communicating Better with My Staff

Summary:

- Have an open door policy, where employees can come speak with you.
- How you say it, is important!
 - 7% Spoken words
 - 38% Tone of voice
 - 55% Body Language
- Listen to your employees and take action.
- Provide updates regularly. Disseminate information.
- Have open and honest communication.
- Empathize and validate your employee's feelings.
- Have regular staff meetings.
- Meet with each employee on a regular basis.
- Stand up for them and be their advocate.

Information You Need to Know:

Communicating with your staff is critical to the success of your organization. Take the time to get to know your staff and have an open door policy. Please take some time and review the web sites listed below.

Peer Insight:

We want to hear from you. Do you have any suggestions on how to reward and/or recognize employees? Do you have any tips or best practice ideas? Please share your ideas with ITA at ITABestPractices@mail.doc.gov

At this time there are no best practices from ITA Leaders.

For more information on this topic check out these resources:

Web sites:

[How Well Do You Communicate with Your Employees](#)

[Face to Face Communication – Old Fashioned? Not!](#)

[Why Don't We Ask?](#)

[Your Employees Are Dying to Be Heard](#)

[How to Handle Questions You Don't Want to Answer](#)

[Listening to Achieve Results](#)

[The Morning Meeting: Best-Practice Communication for Executive Teams](#)

[Why Employees Are Afraid to Speak](#)

[Silent Messages](#)

[Mehrabian's Communication Study](#)

[Techniques for Changing Minds](#)

[Effective E-mail](#)

[Powerful Communication!](#)

[Communication and Leadership](#)

Book:

[Harvard Business Review on Effective Communication](#)

With topics that include how to run a successful meeting, change frontline employees' behavior, and build effective management teams, this indispensable volume offers useful tips for all businesspeople. The Harvard Business Review Paperback Series is designed to bring today's managers and professionals the fundamental information they need to stay competitive in a fast-moving world. Here are the landmark ideas that have established the Harvard Business Review as required reading for ambitious businesspeople in organizations around the globe. Articles include: Listening to People by Ralph G. Nichols and Leonard A. Stevens; How to Run a Meeting by Anthony Jay; Creative Meetings Through Power Sharing by George M. Prince; Nobody Trusts the Boss Completely--Now What? by Fernando Bartolome; Skilled Incompetence by Chris Argyris; The Hidden Messages Managers Send by Michael B. McCaskey; Reaching and Changing Frontline Employees by T.J. Larkin and Sandar Larkin; and How Management Teams Can Have a Good Fight by Kathleen M. Eisenhardt, Jean L. Kahwajy, and L.J. Bourgeois, III.