



HOW DO PEOPLE LISTEN TO YOUR COMMUNICATION?

Communication is the key to success of everything in your life. Communication is the key to understanding your failures and turning them into successes. Communication is the fuel that every organisation's success depends on every second of the day.

So would it be useful to know '*How you communicate*' and '*How others receive your communication*'? Because when you know this you can adapt your communication style and increase the possibility of more successful outcomes from your interactions with a wider range of people. And that leads to healthier relationships.

This applies equally to individuals and organisations because each have unique styles of communication and how people listen to either has a bearing on the success of both.

Every individual involved in any oral interaction has an impact on the outcome of that interaction. Knowing how people listen to you is important because it is also the first step to increasing the effectiveness of your communication.

When individuals in an organisation increase the effectiveness of their communication:

- ◆ The business environment becomes more vibrant
- ◆ Productivity rises
- ◆ Customers enjoy dealing with them
- ◆ Profit increases

Let's look at a common communication scenario acted out in organisations around the world:

A manager has a performance review session with a staff member. At some time during the session the manager has to discuss an issue involving this person that has to be resolved. This person is not happy with the way the issue has been presented. The person didn't think it a big deal and remembers the incident in a completely different way. The session deteriorates and ends without coming to a workable resolution. Both leave the meeting unhappy with the outcome. The relationship between them suffers and yet they still have to work together.

The performance of both people is affected and not only is the issue unresolved but it causes a bigger problem by creating a rift between the person and their manager. This then has an overflow effect impacting the rest of the organisation and their customers.

What is the manager's position before the meeting?

This person is a good worker and very productive. Overall the performance review should be very easy but there is this one issue that has to be addressed. I am not looking forward to raising the issue and yet it is minor in the overall picture. I want to have a good session covering all the performance criteria and resolve the minor issue quickly without too much fuss. I am a little apprehensive because of this.

What is the staff member's position before the meeting?

I have worked hard all year and always gone that extra mile. There are no problems that I know of. This should be an excellent review. Maybe I'll get a bonus or salary increase. I'm not sure what the outcomes will be and that makes me a little nervous. I feel a little defensive.

What possible thoughts might the manager have after the meeting?

That didn't go well. I didn't resolve the issue. They are not happy. They will forget it eventually and it will all blow over. Hopefully it won't impact their performance. Will this impact my own performance review? I hate doing performance reviews. How do I resolve this issue now? Why did they get so defensive? It is impossible to give feedback. People hate criticism. I'm not a good manager.

What possible thoughts might the staff member have after the meeting?

They are obviously not happy with my performance. They'll find anything to make me look bad. How dare they. They are trying to avoid giving me a bonus. Maybe they want to get rid of me. If there was a problem why didn't anybody tell me before? I wonder if the company is having problems. I'm going to stick up for my rights! I'll show them. I don't care what they think. I'll look for another job.

What difference could it make if they knew 'How they communicated' and 'How others received their communication'?

The manager might learn what drives the fear of giving feedback. The manager might learn a strategy that enabled the staff member to receive the feedback. The manager might learn to adjust the strategy according to responses from the staff member. The manager could develop the skills to create a positive outcome or end the session in a positive manner enabling further negotiation.

The staff member could identify their need for recognition. They could learn about their defensiveness. They could learn about the value of feedback and how to receive it. They could recognise the difficulty the manager has in delivering the feedback. They could develop the skills to negotiate a positive outcome.

What difference could this level of communication make to the work environment?

The performance of both people would not be affected. The issue would be out in the open and resolved or an agreement in process to work it through. There is no rift in the relationship. The rest of the organisation will not be affected negatively. The emotional level of each person would rise with a positive effect on the rest of the organisation and hence the customers.

The key to success is communication. Learning about your communication and making it more effective doesn't have to be difficult. How do people listen to your communication? Knowing can increase your level of success at work and home.

If you have something to resolve then call us because that is our expertise. And pass this on to anybody you sense may find our services useful.

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