

## Best Practice in Communication

### What communication is:

Communication has occurred when two or more people have reached a shared view regarding the way to move forward together.

### What communication is not:

Communication is never one way. It is not information sharing. Communication usually occurs after information sharing.

### When communicating we always endeavour to be star senders and not black holers.

- ✓ Typically stars are messages that promote high self esteem of receivers and the likelihood of personal best performance.

Examples are enthusiastic greetings, smiles, recognition of effort and achievements, compliments, being included, putting ourselves out for others, asking someone else for advice, showing genuine interest

- Typically black holes are messages that mean a likely drop in self esteem and the corresponding drop in personal performance.

Examples are not saying hello or greeting people as though they barely exist, not saying thank you or not recognising other people's efforts, claiming the credit for someone else's work, ignoring or excluding people, putting people down, criticism as opposed to constructive critique, thinking our way is the only way and demonstrating this in our behaviour, having a closed mind

- ✓ People must be empowered to deal with black holing or other inappropriate behaviour by responding to poor sending with the statement "I think that's a black hole"
- ✓ Conversely it is strongly encouraged that star behaviour be complimented with words such as "thanks for the star", Thank You. You are a star"

## **General Policies, Processes and Protocols**

Email is not communication until a shared view is reached. As a general rule email is a poor form of communication because of the time it can take to reach a shared view, and because of the ease in which misunderstandings can occur.

Before sending any emails we ask the following questions

Does sending this email help in achieving our business purpose?

Is sending this email the best way to share information?

Is the content of the email clear and uplifting for people?

Before sending any verbal (face to face, voice mail) or written message we must check our intent to ensure we have a shared outcome in mind, and to ensure it is honourable and in the best interests of achieving our business purpose and that it will likely build the receiver/s self esteem and/or help them perform at their best.

After sending verbal or written messages we should check in with the receiver/s to ensure the effectiveness of our message.

To receive messages effectively from others we must ensure our intent is to understand the senders perspective not to judge it or be prejudiced against it.

The purpose of listening is simply to fully understand the senders view.

We should check the effectiveness of our listening by using techniques such as reflective or active listening to ensure we are receiving the message intended by the sender.