

PRINCIPLES OF HEALTHY WORKPLACE COMMUNICATIONS

Communication Ethic

Have the courage to be honest, and the kindness to be respectful.

Some General Communication Guidelines

- Be considerate of others' work needs (regarding noise level, appropriateness, interruptions)
- Listen before you speak; try to understand other's viewpoints
- Be honest but considerate, speak courteously
- Abandon gossip and talking behind people's backs, which causes harm and confusion
- Be aware of the effect you have on others, whether through speech, action, or non-action
- Stay above pettiness: If you have or see a problem, go through the appropriate steps
- If people need help, find out what they really need. Don't assume you have the answer

Working With Problems, Issues, Resentments

For everyone:

1. Acknowledge it, figure out what's bothering you
2. Look at the source:
 - Is it just old history? If yes, then let go of it if you can.
 - Is it just self-indulgent or petty? If yes, then let go of it if you can.
 - Is it still relevant and needs to be addressed? If yes, then follow the steps below.
3. If you're not willing to do the above, then be silent.

For Issues with other individuals:

1. Speak directly to the person you have an issue with, honestly and respectfully.
2. If that is not sufficient, speak to your supervisor or other manager--don't resort to gossip.

For Supervisors:

1. Commit to listen promptly to any problems brought to you. Use a time limit if necessary.
2. Genuinely consider each issue, and decide on action /no action.
3. Inform the person what you decided and why.
4. Continue the dialogue if necessary.