

## **Five Communication Secrets to Creating a Strong Team** by Kaya Singer

Why is it that some employees are committed, responsible, resourceful, and easy to work with while others seem to have problems, conflicts, and a poor attitude? Is there a secret that you don't know about?

The answer is simpler than you think. In this special report you will discover 5 communication pitfalls that could be causing your employee problems. You will also learn 5 strategies that you can do NOW to help to foster a positive environment in your workplace.

If you are business owners, supervisors, and executives then this report will help you to understand some possible causes of your employee problems as well as give you valuable insight into what to do. Ultimately you want the problem fixed so your business will run smoother, have higher productivity, and a more positive work environment.

If you are an employee, this report will give you more insight and will offer you 5 empowering tools to use to change your situation for the better.

I have been working with people in business and organizations for 15 years, helping people like you to find the help they need to be more successful, productive, and positive. Please take a few moments to read these 5 simple communication secrets that could make your workplace a more optimistic and successful environment.

***I know that you believe you understand what you think I said, but, I am not sure you realize that what you heard is not what I meant.***

Effective communication is an essential ingredient of high functioning organizations. As the preceding quotation

demonstrates, poor communication can cause time delays, frustrations, and a lowering of efficiency, whereas excellent communication supports creativity, higher productivity, and harmony in the workplace

Here are 5 secrets that will improve your communication and give you long term lasting positive results in all of your relationships.

### **1. Attitude is everything.**

You have probably heard the saying, *life is 10 percent what happens to me and 90 percent how I react to it.*"

Changing your state of being is all about attitude. Lets say you didn't sleep well last night. and you show up at work feeling tired. You have a choice of either being tired and grumpy or tired and happy. I've heard people say, *I can't help it- I am tired and when I get tired I'm grumpy.* Of course you can help it. Its all about attitude. Grumpy does not automatically go with tired. You put the two together. No one wants to be around a grumpy person and when you are grumpy don't you think this affects the people around you? Positive attitude can be developed and will increase your positive relationships as well as personal happiness.

It seems that we live in a world where being negative is normal. People are masters at self-criticism and self-judgment and this is often encouraged at work. Self-talk or internal dialogue controls your behavior and ultimately your success. Successful people acknowledge themselves as being smart, clever, able, worthy, and good enough. When people get feedback it most often emphasizes what wasn't ok or not good enough. I have heard people say that it takes too long to give people positive feedback. They just want the problems fixed. The trouble with that kind of thinking is that people get discouraged when all they hear is negative feedback. When someone is discouraged

it effects their concentration, mental abilities, creativity, and memory.

What's wrong with a positive attitude? Try mentioning the positive things first when you give feedback. In the long run it will be much more productive. When people feel appreciated they have more energy for work, are more productive, and feel that their work is making a difference.

Attitude is a key to your success. Treat people the way you want to be treated.

Positive people look for answers  
Negative people look for problems.

Positive people always have ideas  
Negative people always have excuses

Positive people say, "let me help you."  
Negative people say, "That is not my job."

## **2. Use Positive Language**

Language is an exceptionally powerful tool in work and in life in general. Whether you communicate with your voice, or in writing, the way you express yourself will affect how your message will be received. Positive language can make a huge difference when there is a need to communicate something important, painful or critical. It can help determine whether the listener will be able to hear your message. It could influence the way the listener will deal with the information you are sharing. Here is an example of two ways to communicate the same information.

*This report is unacceptable. I have marked all the errors and I need it corrected and submitted back to me by tomorrow 8AM.*

The listener will feel criticized and possibly be panicked. It begins with negative criticism and nowhere does it offer any support.

*Thank-you for your report. I appreciate your effort. I have marked the places that need to be corrected. I am happy to explain further as I really need to have it by tomorrow at 8AM.*

This communication begins with a positive tone and offers help if needed. The listener will still get the message that the report needs correcting by a deadline but it will not likely cause panic.

Some people think that if they are not hard and demanding then they will not get results. It is actually the opposite. People who feel support and appreciation are more likely to work hard and produce better work.

If you are aware that people often do not understand your messages then your communication could be part of the problem. Communication is a two person process. It is important to be aware of the person who you are communicating to and try to imagine how they might hear you. In the long run, you want to invite cooperation not hostility or upset.

Whether you are communicating with your staff, clients, or coworkers you can use positive language to project a helpful, positive image rather than a destructive negative one. When you do this you will help create a strong team and a productive business.

### **3. Be Congruent**

Only 7% of communication is verbal. Don't forget about the other 93%. Actions speak louder than words.

You have probably heard the term *hidden agenda*. This is when you feel that someone is not telling you the whole story. You feel this when there is incongruent communication. An example of incongruent communication is when someone says one thing to you in words but their body language says something else. People can lie or not tell the whole truth with words, however it is almost impossible to lie with body language.

How many times have you been with someone who seems to very distressed however when you ask what's wrong you get, "nothing. I am fine. " You know this person is not fine and you can tell by the

non-verbal communication. You hear the words, “I am fine,” but the body language says “ I am very upset.”

Incongruent communication can cause a high level of stress in the workplace. If people don't know what's going on they feel uncomfortable, insecure, or angry. It is much better to be honest and congruent.

You remember the phrase, “if looks could kill I'd be dead.” This refers to a look that someone can give with their eyes, their mouth, or a nod of their head. Although someone might not say, “ I think you're a loser,” because it is not politically correct to do so, they certainly might communicate this with their non-verbal communication. This non-verbal language will actually have a deeper and more destructive effect. However, the worse effect will be on the person doing the communicating, because he or she will be seen to be negative and judgmental.

The impact of your non-verbal communication or body language is far greater than you realize. People make firm judgments about you long before you speak. Expressing the most positive non-verbal communication can have a huge effect on how successful you will become, on the nature of relationships you establish, and on the overall impressions others have of you.

#### **4. Focus on what you want**

Your mind is your most powerful tool for achieving anything you want in life. Most people use the power of their mind to communicate about what they don't want. Why would anyone do this? If you had been given a magic tool and you could use it to create anything you wanted why would you use it to create a negative outcome for yourself? Your mind is that magic tool and most people don't realize its full potential. People walk around being unconscious and use their minds to constantly put out negative statements and therefore they bring negativity into their life.

Focus on what you want not on what you don't want. When you focus your words with others on what you want, positive results

will emerge. Focusing on what you don't want includes griping and complaining and accomplishes a negative outcome. If you enter a conversation focused on what you DON'T want, that's what you'll get. People do that all the time and then say, "see I told you it wouldn't work out." It is as though they are happy that their negative prediction was correct. However, if you enter that same conversation focused on what you DO want, you'll attract just that.

Basically what you think and say is what you get. It is that simple. Your thoughts and words move into actions and then your actions will give you outcomes. You have what you think and what you do from those thoughts.

So if you keep putting out negative thoughts you will do negative actions and have a negative outcome. If you think constant negative thoughts about someone you work with whether it be your employee or your boss, this is what you will get. When someone sees the best in you and says positive things, you begin to feel positive about yourself.

If you are like most people you spend more time focusing and talking about what you DON'T want than what you DO want. All this will accomplish is to create more of what you don't want. If you feel bad it is because you are focusing on and putting out bad thoughts.. If you feel stressed out it is because you are focusing on stressful thoughts or what you don't want. If you keep saying, " I feel stressed," I promise you that you will be even more stressed.

Negative thoughts can never produce positive results, and positive thoughts can never produce negative results. Make a commitment to eliminate complaining and blaming out of your vocabulary.

## **5. Its OK To Ask For Help**

Successful people know they don't have to know everything themselves! What a wonderful idea. They only need to be

willing to seek out people who have the information or knowledge to help them with their goals. Modeling this in the workplace is essential. For many people, asking for help is a difficult concept. It can be synonymous with failure or admitting that you don't know everything. It can require a certain amount of vulnerability. We may feel as if we are admitting a weakness and that it is not ok to show any weakness at work. No one knows everything. It is so important to encourage this kind of communication.

Ironically, people who are able to deliver well-positioned requests for help are seen as very strong individuals. Some work environments are very competitive and people are meant to know everything without asking. In this kind of environment people get points for pulling through and producing results without asking for help. A competitive environment like this is stressful as well as unsupportive.

It is far better to create an environment where people are encouraged to ask for help if needed. Certainly it is better to work with people who are self-sufficient and can work things out themselves. Asking for help can be the last resort but not one of shame. Here are a few pointers to help understand this communication process.

- Ask for help only after you've done what you can on your own. It is important to work through a difficulty as much as you can first.
- Be clear about what you need. Keep it short and to the point to respect the other person's time.
- Define the problem or issue you are struggling with. Keep emotion out of it. You don't have to be upset to ask for help.
- Describe the solution you have in mind. Be open to hear the wisdom of the person you ask. It may not be what you expected.
- Present your problem in an stimulating way that will peak the interest of the listener.

- Give thanks for the help you have been given even if it may not seem to fit your request. Be open to looking at new alternatives.
- Most of all be willing to offer help to a co-worker and in this way nurture the environment of team work.

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