



TEAM COMMUNICATION

"The most important thing in communication is hearing what isn't said."

Peter Drucker

"The single biggest problem in communication is the illusion that it has taken place."

George Bernard Shaw

Communication will always be a key factor for a good collaboration in any team, no matter the size of it. In the last decade, the Team Building sessions became strong modeling tools for the company communicational environment.



COMMUNICATION OBSTACLES

All the organizations are facing the communication barriers and the sociologist estimates that a percentage of 50% - 70% of a message is lost on the way from the sender to the receiver.

Factors with influence on the accuracy of the transmitted message:

Perceptual barriers: People have different opinions based on personal perceptions and this can be a drawback in the communication process.

Emotional barriers: Emotions can affect the listening process and the message transfer; fear, lack of trust and frustration will block the communication between the team members.

Language barriers: A growing factor taking into account the global business scenario. Native tongues of the employees are very different and we must make the effort to communicate in the local tongue in order to ensure a good transfer of our messages.

Cultural barriers: Obstacles that appear when the team is composed by a heterogeneous mix of races, religions, ethnic groups, ...

Physical barriers: The most common examples are the workplace compartments and the closed doors of director's offices.

FEEDBACK

An efficient communication is affected by the feedback. The constructive feedback will clarify any misunderstandings, will reduce the possible tensions and will keep a healthy relationship between the parts. The right use of the feedback process will lead to a trusty environment and to an increased productivity of the team members.

GIVING FEEDBACK

- Give it only if the recipient can take it
- Be specific and avoid the general approach
- Talk straight, in a trustful atmosphere
- Avoid to judge or to threaten
- Discuss only the things that can be changed
- Don't overload your interlocutor

RECEIVING FEEDBACK

- Keep a positive attitude and don't be defensive
- Summarize when needed
- Check all the suppositions
- Ask questions to clarify the subjects
- Request for specific examples
- Take into account the non-verbal messages



We remain at your disposal for any other information:

Phone: 0742 062 187

Email: florin.popa@teamzone.ro

Internet Site: www.teamzone.ro