

# Welfare Awareness Topic: Effective Communication at Work

**Overview** – *We all know how important effective communication is in the workplace and how this supports healthy work relationships. It could be the difference between a discussion and an argument. It could lose you a potential promotion or secure it. So, what are the areas we need to be mindful of when communicating in a work environment?*

Communication is much more than the explicit meaning of words, the information or message conveyed. It also includes implicit messages, whether intentional or not, which are expressed through non-verbal behaviours. Non-verbal communication includes facial expressions, the tone and pitch of the voice, gestures displayed through body language and the physical distance between the communicators.

To ensure you are communicating effectively you must be aware of not only the language/message but also the manner in which it is conveyed, here are some examples:

**Face-to-Face:** As mentioned above, when communicating face-to-face, having open and attentive body language is an important non-verbal indicator that you are engaged and actively listening.

**Telephone:** There are 5 things you can do to ensure telephone conversations are effective: adopt a positive tone, speak clearly and concisely, be sincere, use their name (but not too much!) and make sure you summarise any actions needed.

**Email:** Use the BRIEF acronym — Background, Reason, Information, End, Follow-up — to help you keep your emails short without leaving anything out. It's a good policy for both written and verbal communication.

## **Article/source**

- [Indeed](#) have some tips on communication in the workplace and how to communicate effectively with your colleagues
- [Skills You Need](#) have some resources for telephone skills, and how to communicate effectively over the phone
- For some great tips on good email communication, and ways to effectively get your message across as intended, visit Mindtools available [here](#).
- Take this [test](#) on MindTools to find out more about your communication skills and browse the webpage to find out more about how to effectively communicate.

## **Support**

If you would like to talk to the safeguarding team about anything you have just read, we will listen without judgement and signpost you to support. If you would like to talk to a member of the Safeguarding Team then please get in touch: [safeguarding@bpp.com](mailto:safeguarding@bpp.com)