



WORKPLACE COMMUNICATION

PRESENTED BY EMILY HINRICHSEN

Objectives

01

Introduce the different types of destructive workplace communication behaviors and the impacts those behaviors have on the work environment.

02

Explore the five main conflict management styles and identify personal strengths and areas of improvement.

03

Discuss general communication guidelines that can help staff navigate difficult situations/conversations.

DISCUSSION:

**What are some causes of
unhappiness/dissatisfaction at work?**

DISCUSSION:

What contributes to a healthy work environment?

Destructive Workplace Communication

Destructive communication is the intentional or unintentional communication that attacks receivers' self-esteem or reputation, or reflects indifference toward others' basic values, and is harmful to organizational members, groups within organizations, or organizations as a whole.

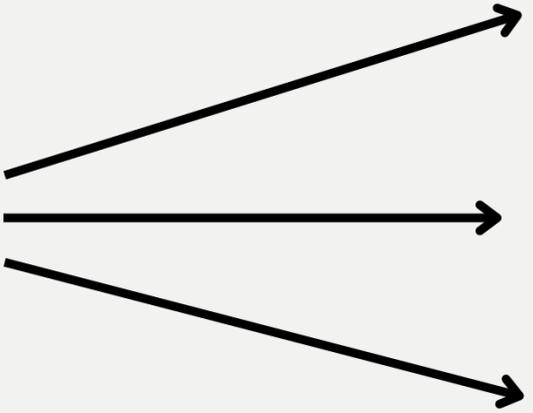
Types of Destructive Workplace Communication

Bullying

Incivility

Isolation

Ostracism



Depersonalization

Shunning

Ignoring





Bullying

Repeated

Intentional

Mistreatment

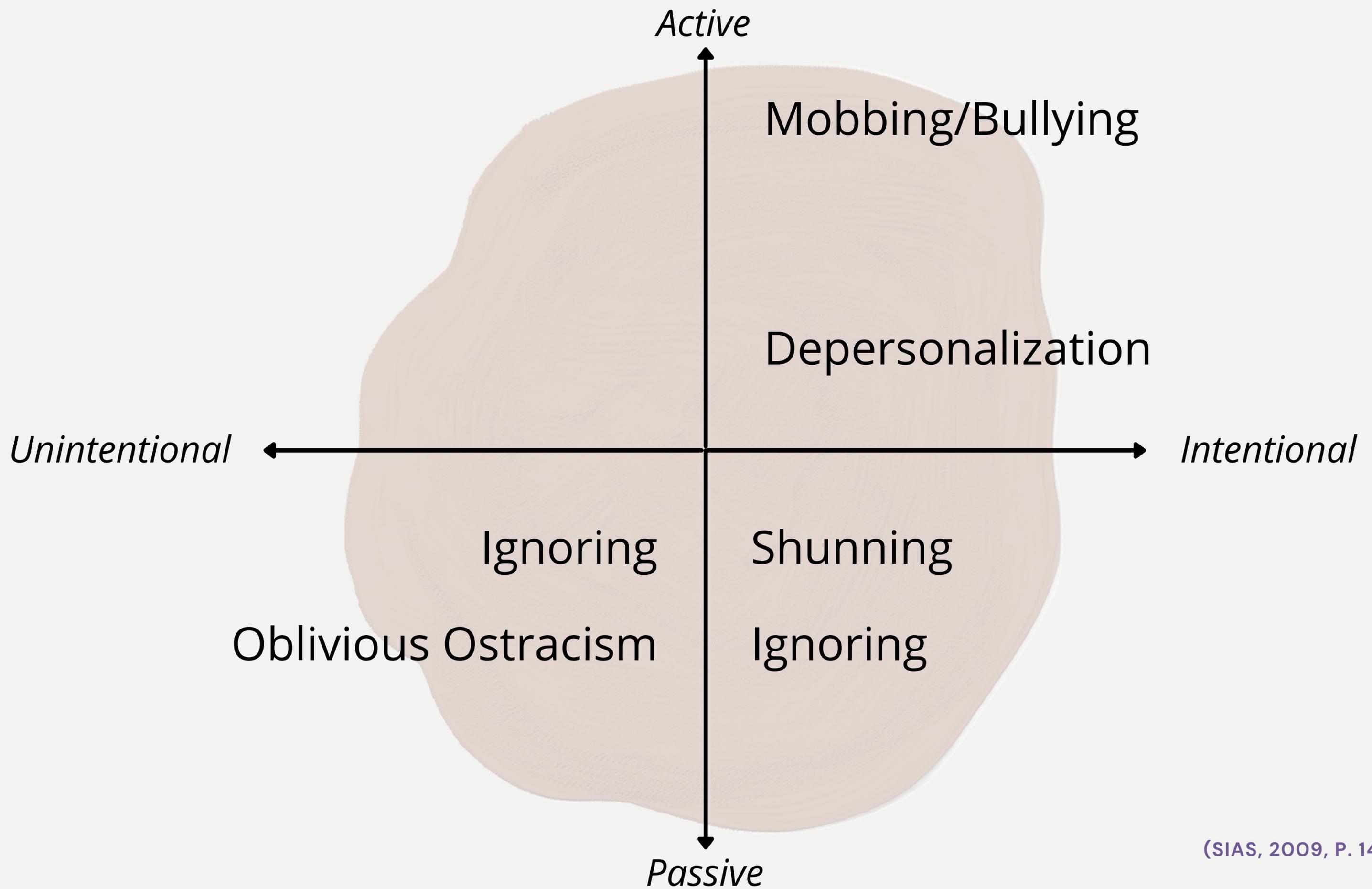


Incivility

Rude, offensive and
demeaning behaviors

Vary in intensity and
intention

Can be subtle or overt



Impacts of Destructive Communication

- Loss of interpersonal trust
- Loss of organizational trust

Therefore...

- Impaired information exchange
- Decrease in quality of task performance
- Powerlessness
- Loneliness
- Stress & burnout



CONFLICT MANAGEMENT STYLES

What is your main conflict style?

Collaborator (Problem Solver)

Avoider

Compromiser

Competer

Accommodator



Problem Solving/ Collaborating Style

- Combination of being assertive and cooperative
- Work with others to identify a solution
- Both sides can get what they want/need
- Negative feelings are minimized

Compromising Style

- Aims to find a quick, mutually acceptable solution
- Both parties are partially satisfied
- Maintains some assertiveness and cooperativeness

Accommodating Style

- Self-sacrificing one's own wants/needs
- While initially based in generosity, it may lead to resentment if people start taking advantage of others
- Only one party is satisfied with the outcome

Avoiding Style

- Avoiding conflict altogether
- Unassertive and uncooperative
- Since no discussion about the conflict is taking place, a solution cannot be found for either party

Competing Style

- Willing to pursue one's own concerns at another's expense
- Assertive and uncooperative
- Less or no attention paid to the relationship

DISCUSSION:

Thoughts?

General Communication Guidelines for Difficult Conversations

- Take a step back.
- Don't talk when emotions are high.
- Decide if it warrants a conversation.
- Set up a meeting for an appropriate time.

General Communication Guidelines for Difficult Conversations

- Use "I" statements.
- LISTEN: If you do not leave the conversation with one new piece of information/understanding about the situation or other party, you did not listen.
- Be direct but kind.

General Communication Guidelines for Difficult Conversations

- Don't take things personally.
- Give the other person time to process.
- Step away if needed.
- Keep conversation private.
- Remember: It's difficult for the other person too!



3-Day Rule

Questions?

Thank you!

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