

**Definition of Communication:** transferring information from one place to another, however it can become a lot more complex and more than one method may occur at anytime.



**2015 E-FLYER** NO:11

## KEY TOPICS THIS MONTH:

- Effective communication.
- Tips for positive communication.
- Fighting the holiday blues.

EAP data for 2014 shows that relationship was one of the top reasons why people accessed the EAP.

We see Communication as a key area to help and assist improve your relationships in work and personal life.

Healthy communications are key to maintaining and can contribute to your overall relationships and wellbeing.

## Communication is a Two-Way Street!

### Tips for Positive (verbal/face-to-face) Communication



Effective communication is something you will benefit from for the rest of your life!

Improving your ability to communicate effectively will have a positive impact on your relationships with others and future employment prospects, and will give you the ability to make a positive difference in the World.

*“Be the change you want to see in the World”*

No matter what career you pursue learning to express yourself effectively and professionally – both verbally and written – will help you achieve this and create great outcomes.

Body language also plays a key role in effective communication; your body and the way you present yourself is another key factor in effective communication. Your body language can demonstrate whether you are interested and engaged in what other people are saying and is key to improving morale and motivation as well as reducing stress levels amongst staff.

Allow others to help solve problems; be a part of the solution and always give credit where credit is due. Share with others giving everyone a view of the bigger picture and where you see them fitting-in to help achieve this. Acknowledging others' achievements is really important and key to everyone's ongoing success.

- **Perception;** Remember, we all have and are entitled to our own opinions and viewpoints. And how we look upon the World and others can be quite different. It's important to keep an **open-mind** as you never know when a great idea might be just around the corner, or right in front of you!
- Cultural barriers can also play a part in negativity; if you don't understand, don't just disagree – learn to seek more information and **educate yourself** about the cultural differences that exist in the World. Independent support through EAP Programme can assist and help you gain a better understanding.
- Try to avoid looking bored or disinterested; maintain eye-contact to indicate you're paying attention and actively listening. Pause before you react. Never underestimate the **'power-of-the-pause'**. Allow the person communicating with you the time to finish what they are communicating before you give your response. Try to foster the other person's feelings by making them feel as though what they have to say is important and matters. Such verbal **gestures** said with **sincerity** such as *"tell me more about"* and *"please, do go on"* are just some of the examples you can use to greatly improve the quality of your verbal communication with others.
- **Never make assumptions!** You are most likely to miss the key message and often your assumption can prove wrong.
- Don't yawn and avoid fidgeting, toe-tapping, pen-clicking, finger-picking, etc. As this demonstrates you are disinterested and bored. Try to avoid being easily distracted and give others your undivided attention. This helps to demonstrate your respect and **sincerity towards others**.
- Remain in your own personal space while not crowding the other person.

# INTEGRITY and HONESTY are UNIVERSAL

- Keep the main points of your message clear and concise; miscommunication can often lead to confusion, arguments and emotional distress.
- Be sure to deliver your message with sincerity and enthusiasm.
- Try to reduce 'clutter' – a straight-forward, short sentence is often a better method than a page of written words.
- Ensure there is an order to your message – chronological or in order of importance.
- Ask open-ended questions, such as; "please clarify" or "please expand on" – verbally or written, be clear of your intentions and desired outcomes.
- Don't allow yourself to be drawn into office rumours or gossips – deal only with the facts and seek clarification from the person concerned if you are unsure or not clear on the message being communicated.
- Be conscious of facial expressions and tone – for example, when asking someone how they are be sure to listen to the tone in which they respond and observe their body language. "I'm well, thank you, and yourself" can convey quite a different message when said with differing tones. Try it for yourself!
- Speak with a pleasant and sincere tone and smile! You might think you sound happy or content but in fact your message may well be received quite differently. Voicemail is a great example of this – have a listen to your own voice message, and then re-record it with a great big smile – it can make a world of difference!

“Treat others as you would have them treat you”



*Effective communication is an ongoing work-in-progress.*

## Still got the Blues?

THERE ARE MANY REASONS PEOPLE EXPERIENCE MIXED FEELINGS OF **SADNESS** AND **LONELINESS** THIS TIME OF THE YEAR.

Often it's because you have a busy social calendar over the festive season and summer months, and now you're back at work it can take a bit of adjustment to get back into your normal day-to-day routines. Work may well have 'piled-up' and can appear somewhat overwhelming. Careful time management and organisational skills and maintaining a positive focus is an important part of ensuring this doesn't seem insurmountable. You may also have experienced the loss of a dearly beloved. Or simply be pining for those good times shared with family and friends. Not managed effectively, this can lead to feelings of sadness and depression. Seeking professional support through your EAP Programme early on can help you get back on the right track with a positive and proactive journey and help you overcome the blues.

### SUGGESTIONS BELOW:

- Keep your social life active. Just because you're back at work doesn't mean you can't still enjoy those fun times with friends. Going to the movies, an art exhibition, or simply enjoying an evening stroll with friends and family are just some of the ways you can keep this positive journey alive.
- Exercise is another great way to keep yourself motivated and engaged. Set yourself realistic goals and stick to them.
- Plan to cook your favourite meal; or teach yourself a new one! Invite someone to share it with you.
- Don't be too hard on yourself if those clothes are feeling a bit tight; it's early days yet and 2015 has only just begun!
- And remember to get enough sleep. Despite popular myth, sleep cannot be banked and how much you require to function effectively is different for everyone. Getting into a good book or your favourite magazine can be a great way of enticing your body to drift-off into a peaceful sleep.

Your EAP Professional can help to **improve** your communication skills.

**REMEMBER**, your EAP Programme is a free, confidential and professional service.

Your EAP Professional will work to **assist** you develop a **plan** for you to achieve a **positive** outcome.

### HOW DO I ACCESS EAP?

To make a confidential appointment Telephone, Face to Face, Video or WEB e-counselling



SCAN QR

☎ NZ 24/7 0800 327 669

☎ AU 24/7 1800 726 474

☎ Intl 24/7 +64 9 353 0906

@ [www.eapservices.co.nz/booking](http://www.eapservices.co.nz/booking)

