

What Do You Think I Mean? Communication in the Workplace

Communication is a form of relating to another person. The goal of communication is to express yourself in a manner that will be understood.

The following are some pointers that will help you to better communicate in the workplace.

- Remember communication is understood in light of the person with whom you are communicating. Therefore, you are dependent upon the other person's ability to understand you. If you are not understood, then you may be expressing yourself in a manner in which this person is not accustomed.
- Be aware of body language. Body language is how you are facing the person or sitting with the individual. Keeping your arms at your side or using them to express yourself is more helpful than to fold them. Facing the person and making eye contact assists in saying *I am interested*. Verbal expression is only a part of the whole communication process.
- Be present. This means that you set aside what you are doing at the moment, for example reading, writing a document, fixing a machine, etc., and let the person know that they have your attention.
- Take responsibility in ensuring the person understands what is being expressed rather than assuming that he or she knows. Ask questions to ensure that you have been understood. Questions such as *"I am not sure you know what I mean, what do you think I mean?"* are helpful in clarifying.

