

LABOUR NEWS

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Connect, Communicate, Conquer

**SOUND ADVICE &
FAIR LABOUR PRACTICE**



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"The most basic of all human needs is the need to understand and be understood." - Ralph Waldo Emerson.

Effective communication is the lifeblood of any organization. It's not just about conveying information; it's about building relationships, fostering trust, and ultimately achieving organizational goals. In the workplace, effective communication can lead to increased productivity, improved morale, and a more positive work environment. Communication transcends merely conveying information, but rather requires an understanding of emotions and motives behind messages.

The Art of Overcommunication

One of the most common communication missteps is assuming that once something is said, it's fully understood. A bit of overcommunication never hurts—unless, of course, you're sending a fifth reminder to a team that now knows the deadline better than their own birthdays! But done right, frequent communication clarifies rather than confuses.

Effective overcommunication ensures clarity and minimizes costly errors. Consistent follow-ups reinforce key points and keep everyone aligned. This doesn't mean overwhelming colleagues with unnecessary details, but rather offering timely updates and reminders. Once a message or instruction is given, it's crucial to check for understanding by asking clarifying questions or offering additional context.

When assigning projects, managers should not only outline tasks but also follow up regularly to address questions, ensuring deadlines are met and quality is maintained. Employees, too, should check in consistently to stay on track. This continuous loop of communication keeps everyone engaged and focused on their goals.

Have you experienced the benefits of overcommunication? We'd love to hear your stories!

DID YOU KNOW?

People tend to remember stories up to 22 times more than facts alone. So, if you want your message to stick, try weaving it into a story—your audience is far more likely to remember it and feel connected to your message!

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Tailored Talk: Communicating on Their Terms

Effective communication is all about tailoring your message to fit your audience—like choosing the right playlist for a road trip. Speak at a level that fits your listener's knowledge and expertise.

Using jargon or overly technical language with someone unfamiliar with the topic can lead to confusion and frustration. Alternatively, oversimplifying things for experts can come off as, well, a little condescending.

To communicate effectively, take a moment to gauge your audience's understanding and adjust as needed. For instance, when talking about new HR policies with a mixed group, keep it clear and simple, using real-world examples that make sense in their daily work. This way, everyone stays tuned in—and no one feels like they need a translator!

Say It Right

The tone we use often speaks louder than our words. A positive tone can work wonders—like how adding a simple “please” to a request can almost make that urgent task sound, well, inviting! On the other hand, the wrong tone can transform “Good morning!” into “Do I really have to be here?”

Tone has a major impact on how messages are received. A warm, enthusiastic tone conveys confidence and energy, while a negative or sarcastic tone can lead to misunderstandings and tension. Being mindful of your tone, especially with sensitive or challenging information, helps to build trust and lowers defences. Conversely, a poor tone can quickly escalate tensions and create friction.

Whether through email or in person, tone sets the stage for your message. Aim for clarity and kindness—particularly when giving constructive feedback.

Active Listening: More Than Just Hearing



Communication isn't a one-way street; it's more like a two-lane highway where active listening is just as important as speaking. Active listening shows you value the other person's input and that you're genuinely present in the conversation—not just waiting for your turn to talk.

True active listening means you're not only hearing the words but understanding the meaning behind them, asking clarifying questions, and offering thoughtful responses. So, try not to interrupt, keep eye contact, and use nonverbal cues to let the other person know you're tuned in.

When people feel genuinely heard, they're more likely to trust their leaders and feel connected to their work. Active listening opens the door to an environment where ideas and concerns are welcomed, not dismissed.

What are your go-to strategies for making your colleagues feel heard?

FUN FACT!

Studies show that effective communication is only 7% about the actual words we use! A whopping 38% comes from our tone of voice, and 55% relies on body language and facial expressions. So, your nonverbal cues play a huge role in how your message is received!

Not One Size Fits All

Everyone has their own communication style, kind of like how everyone has their own favourite coffee order—one person's "quick email" is another person's "triple-shot, face-to-face meeting with extra details." Understanding and adapting to these preferences can make communication much smoother (and avoid unnecessary caffeine jitters).

Some people thrive in face-to-face meetings, while others would rather get updates by email or a quick call. Respect your colleagues' preferences and go with the flow—flexible communication styles are often the secret ingredient to better teamwork.

For instance, if you know a team member is more responsive to a quick email than a meeting, send that short follow-up rather than scheduling a sit-down. It'll save



everyone time and keep the project moving along without any extra “decaf” moments.

In Conclusion

By focusing on clarity, adapting to each other's unique communication quirks, and actually listening (not just nodding along), managers and employees can create an open, collaborative atmosphere. This approach doesn't just prevent misunderstandings; it's the glue that keeps relationships strong and everyone working toward shared goals. Embracing a little overcommunication, tailored messaging, and a friendly tone will keep morale high and set the stage for success—even if it just means fewer “Can you clarify?” emails.

Elevate Your Communication Skills and Transform Your Workplace

Ready to take your communication skills to the next level? Join our upcoming webinar on 8 November to learn practical tips and strategies to improve your effectiveness.

You will also receive the videos and documentation from the previous three webinars.

Webinar registration link:

https://docs.google.com/forms/d/e/1FAIpQLScjkGC98e9Vcqjmr5_gk0IMw2dOX_7svGySsq2wfJ2w_-B5g/viewform?usp=sf_link



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Presented by
Jaco Lessing



Webinar Dates:

**18 APRIL
14 June**



C. Joubert

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Miemie van Loggerenberg



As a psychologist with over 25 years of experience in private practice, Miemie has a deep understanding of personal and work-related trauma in individuals and groups. She is skilled at helping people and teams function optimally by leveraging her experience. Her focus on workplace culture and teamwork is a proven strategy for increasing efficiency and driving profits in business.

Do you suspect that your team is not operating at peak performance?

Our comprehensive individual and team assessments enable you to make informed decisions about your team's dynamics. It gives you control and improves decision-making.

Could your team's relations and interactions be more constructive?

Through individual and team intervention, we coach your team members to work together as an effective unit. This leads to a significant increase in productivity and more money in your pocket.

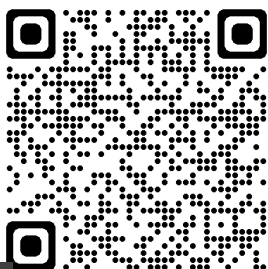
Are you feeling overwhelmed by your team's challenges?

We help you find practical solutions, such as implementing new strategies or conducting team-building exercises. Through coaching and development, we provide personalised guidance to your team members, focusing on team culture, communication, conflict management, innovation, and performance management.

Do you know about our Facebook and LinkedIn Business pages we just launched for Contact Labour. This is where we will be sharing our best tips to help with any Labour Relations problems or queries you might have. We would really appreciate it if you Like our new pages and if you do, you will get our best content first.

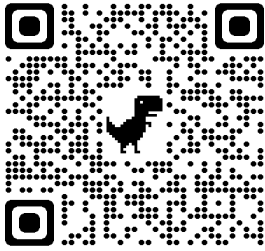
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