



Accurate Communication

One of the greatest gifts mankind has is the ability to communicate. Whenever that falters in the business environment, trouble will arrive at the front door. Good communication is a must, but accurate communication sends many positive underlying benefits to the organization, among all employees, and makes it easier to sustain a good and loyal customer base. In almost all cases, the absence of accurate communications has led to catastrophe. In 1979, a plane landing New York's JFK Airport ran out of fuel five miles on the approach to the airport and crashed. Out of one-hundred 148 people on board, only 68 people survived. That was solely the results of the pilots and control tower personnel not getting their words correctly to each other.

The same happens every day in our business environments. The boss says one thing and the employee hears something else. Or the patient was told something and was afraid to ask for clarity. The prime fault lays burden onto the person who initiates the conversation. It is his or her responsibility to make sure the other person truly and accurately received the information and got an acknowledgment from that person.

Many times, a subordinate hesitates to inform his or her superior or manager the facts because of possible repercussions. Then how can the manager make the proper call to help mitigate the situation?

When the dialogue between people clearly states the intent and facts, then the receiver of the information can properly respond. This is how you build upon accurate communication and generate commitment. This is what assures both parties that the intent was understood, and action realized. When accurate communication within the workplace is appreciated and

practiced, performance levels increases, things get properly done, and overall, people feel respected professionally. It's all about proficiency with intents, words and results. What better way to generate an effective and peaceful work environment?

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