

## TIP SHEET TEMPLATE

### 1. TOPIC, CHALLENGE OR QUESTION TO BE ADDRESSED

#### **The Importance of Communication**

### 2. KEY WORDS/GLOSSARY (with definitions)

**Communication:** the imparting or exchanging of information or news

**Verbal:** The sharing of information between individuals by using speech.

**Nonverbal: communication** without words. It includes apparent behaviors such as facial expressions, eyes, touching, and tone of voice, as well as less obvious messages such as dress, posture and spatial distance between two or more people.

**Listening:** is the active process of receiving and responding to spoken (and sometimes unspoken) messages

### 3. RELEVANT FACT/RESEARCH/STATISTICS (within current year)

**Communication** is the heart of every organization. Everything you do in the workplace results from **communication**. Therefore **good** reading, writing, speaking and listening **skills** are essential if tasks are going to be completed and goals achieved

### 4. REFERENCES

[https://www.workplacestrategiesformentalhealth.com/mmhm/pdf/full\\_communicating\\_0.pdf](https://www.workplacestrategiesformentalhealth.com/mmhm/pdf/full_communicating_0.pdf)

<https://www.youtube.com/watch?v=1CG10N429bI>

### 5. TIPS/STRATEGIES/SUGGESTIONS/RECOMMENDATIONS

- Communicate face-to-face whenever possible
- Provide clear information
- Combine verbal and nonverbal communication
- Don't just hear – listen
- Ask questions
- Handle conflicts with diplomacy
- Refrain from gossip
- Avoid being personal with your co-workers
- Avoid discussing controversial topics
- Offer positive feedback

### 6. RESOURCES

<https://fremont.edu/top-10-tips-for-effective-workplace-communication/>

<https://www.skillsyouneed.com/rhubarb/effective-interpersonal-communication.html>

<https://www.entrepreneur.com/article/300466>