

Fix those communication channels

Companies are always looking for new ways to improve communications within their operations areas. Research taken from my training sessions has revealed that communication channels are put in place without consultation from employees to advise whether or not the current communication forums works for them.

 By [Howard Badler](#) 22 Feb 2008

In most instances, the communication channels are one-way and employees either feel intimidated to give feedback in front of a large group of their colleagues or they are not given the opportunity to give feedback. Some companies have communication forums that are attended by managers with the intention that they will give feedback to their staff. In most instances, this information does not filter to employees.

A new form of communication forum needs to be in place in all companies today – one that is focused on giving the employee a platform to speak. A manager should chair this forum but the delegates attending the meetings speak on behalf of their department and they must have an opportunity to speak to employees in other departments to resolve current issues that they might have.

This is also a good forum to use to get employee input on changes that management want to make in the workplace. This allows for employee innovation which in many instances is very powerful as these employees work in the operational areas and any changes made have a direct impact on them.

I found an example where in one particular company the marketing department were giving out incorrect information to customers while visiting them. The employees in customer service used this forum to direct their concerns to employees instead of managers and after receiving this information first hand, they implemented a change in their department.

ABOUT HOWARD BADLER

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