

## **Workplace Communications Policy**

Communication is a vital part of creating and maintaining a safe and efficient workplace environment. How we interact with clients and staff will affect how well the organisation functions. While the amount of information circulated can be daunting, the process is improved when all staff develop good interpersonal skills and routine workplace procedures are put into place. To achieve this, all staff receive the appropriate induction and ongoing training and development in all areas of communication.

### ***Interpersonal communication***

Interpersonal communication is the way we communicate with others. It may be with another person, to a group of people or to the public. It includes written, verbal and non-verbal communication. When communicating with others, staff are to consider: who they are talking to, the type of information to be communicated (for example; confidential, good news/bad news, instructions, general daily information), and what the most appropriate type of communication to use is (for example; verbal, email, memo, handover). At all times staff need to be respectful and polite to one another and to clients. At no time should they raise their voice, swear, or speak in a manner that makes another person feel belittled.

In our aim to create a safe and culturally aware working environment we need to recognise that people come from a variety of backgrounds and cultures, which bring a variety of different values, attitudes and beliefs. Staff need to be non judgemental, respectful and tolerant of each other's differences.

### ***Workplace Protocols***

Communication can be internal or external or both. Internal communication is between staff. External communication is between staff and external parties including clients, learners or the media. The protocols exist for all; written communication (sending and receiving information) and verbal communication (giving and following instructions and messages).

Types of written communication include:

- email, letters and faxes (internal and external)
- forms, reports and memos (internal and external)
- minutes and agendas for meetings (internal)
- training and procedural manuals (internal)
- workplace signs (internal)
- whiteboards and pin-up boards (internal)

All written communication should:

- be simple and easy to understand
- be to the point and avoid unnecessary repetition
- avoid too many acronyms and technical terms
- avoid slang, offensive and any discriminatory language

Types of verbal communication include:

- training (internal and external)
- telephone (internal and external)

- meetings (internal)

Verbal communication is much improved when:

- it is clear and concise
- it is friendly and professional
- it is appropriate
- active listening is used

Remember it is not only what is said, but the way it is said, that impacts the understanding.

### ***Communication hierarchy***

Although a small organisation we should still utilise the correct line of communication and the first line of communication is your immediate line manager. The company organisational chart will highlight your line manager. You should be able to discuss any issues or concerns with your line manager who will take appropriate action, take your concern to the Managing Director or advise you to do so. If you go straight to the Managing Director you will be advised to discuss the matter first with your line manager.

### ***Computer use***

The rules regarding the use of company computer equipment is contained in the company handbook. The accessing and downloading from unsuitable sites, using company equipment, is strictly forbidden. Company confidential information and data is stored on the company server and the process of appropriate and approved access is to be adhered to. Only approved users may utilise company computers.

### ***Email***

When drafting emails always:

- use polite, appropriate and correct language ,
- explain yourself clearly
- start and end the text correctly
- be clear and precise; remember that text is often misread because recipients cannot see the body language to assess the meaning.

### ***Telephone use***

Company telephones are not to be used for personal calls unless authorised by a director. All telephone conversations are to be appropriate, clear and concise and conducted in a polite and professional manner. Remember you are representing the company. Phones should always be answered promptly, giving the name of the company and then your own name.

### ***Mobile use***

Company mobiles are provided for business use only except when personal use is authorised by a director. Mobiles are not to be used when driving, although they may be used in exceptional circumstances with the use of 'hands free' equipment.



Malcolm Yates  
Managing Director

Date 26<sup>th</sup> June 2014

**Assessed by Carol Rule**

**Date 26<sup>th</sup> June 2014**

**Review required by**

**Date 25<sup>th</sup> June 2016**