

Let's Talk...

By: Maureen Tazzioli

Do you remember the days when a written or spoken word carried great value in its original meaning, leaving little room for misunderstandings to occur?

Today, with advances in communication technology, acronyms and abbreviations are often used to share a message quickly. Leaving much to the imagination, individual interpretations can trigger miscommunications straining collaborative efforts.

Working to improve communication, consider the following options:

1. *Be the One* to read over all text and email messages to ensure an accurate understanding of the information being shared, then wait a couple minutes before forwarding on a reply.

Experience has taught me that if my gut does not respond well to what I read or understand in an email or text, clarification will be required. The best place I have found to begin the process of confirming the context of any message is to check with myself to ensure that outside stressors are not influencing my judgement. Once found to be in a good place, I will proceed to capture a greater understanding from the sender realizing that the words used to support a message are not always presented in their original meanings, especially when working on team projects where diverse languages exist.

2. *Be the One* to assess current surroundings for noise and distractions that could influence the way you communicate.

Most professional administrators expect to hear sounds familiar to that of a busy office such as: telephones ringing, computers beeping, elevators dinging and fax machines screeching. Additional sounds of people talking in nearby workstations, or music coming from individual radios or vehicles driving by, can make for a very noisy day.

Since maintaining a professional code of conduct is a top priority for administrators, learning to block out certain office sounds is a skill worth developing. However, blocking out such sounds is not the same thing as blocking out valuable information pertinent to an individual's position.

Over the years I have learned that the most successful administrators are those best equipped to work through situations in a calm, attentive, accurate and peaceful fashion regardless as to the noise that surrounds them.

3. *Be the One* that refrains from using habitual comments such as “I know”, “one second”, or “just kidding”, as a way to interrupt or hurry along a conversation. Comments, such as these, can leave the person questioning whether or not their message is being heard and received and to what degree respect is being shown.

To encourage respectful communications sincerely respond using words such as, “I hear you”, or “I understand”. Such words will help the person see that you are listening to them and that their perspective is important.

In my humble opinion, the greatest communicators are those that listen more than they speak while seeking out the true meaning of the information received when required. Helping to improve the ways we communicate, let us consider limiting the use of abbreviations and acronyms in our daily correspondence.

The Maureen Tazzioli Executive Corporation promotes the importance of raising standards to influence positive change. For information on how you can involve Maureen at your next event, please phone: 1.587.408.8445 or email her at: Maureen.RaisingStandards@gmail.com or visit www.maurentazzioli.com. This article is reprinted with the author’s permission.