

Communication

In our busy lives, we need to communicate any way that we can to get things done. These days, with all the technology available to us for staying in touch, you'd think it would be easy. But are we going about it the right way? One thing that we may be doing less of is *talking* to each other. A lot of communicating nowadays lacks important interaction. You leave someone a voice or text message and they leave you one in return. Likewise, we do the same with emails. As important as these methods are, face to face discussion is still a necessary and effective skill that we all need. If your team could use a boost in their communication skills, give TriOpus Group a call at 1-800-864-2721.



We Don't Talk Anymore By David Colman

In 1979, singer Cliff Richard, also known as the Peter Pan of Pop, sold 5 million copies worldwide of a record whose chorus was, 'It's so funny, how we don't talk anymore'. Sir Cliff, who is still dining out on that hit, continues to tour the world to sell-out crowds at the age of sixty-six. Turns out that the sentiment of that song hasn't changed much over the years.

The small community that I live in borders on a town that has attempted to annex us on several occasions in the past. Both communities have populations of about fifteen hundred. Recently, according to form, our neighbors tried annexation again. In a panic, our politicians summoned us to a meeting four days before the final decision was to be made. Apparently, at the eleventh hour, they wanted to talk to us. During that closed meeting, we were informed that even though it was the eleventh hour, the two communities had had no discussions for nearly two years. Seems like we still don't talk anymore.

Some years ago, I ran a processing centre for a major bank in Montréal. I remember noticing that people who virtually sat beside

each other only communicated electronically – they never spoke. One day, there was a major system failure and these folks were forced to look at each other and talk. Some time after, when things were back to normal, I asked them how it was when they had to speak to one another. They told me it was great, they got an awful lot more accomplished, and even shared some enjoyable moments together. I asked what they were doing now, since things were normal. Oh, we're back to communicating through the technology, they told me.

In both cases, talking would have paid dividends. Where I live, had both communities made the effort to speak to each other, the eleventh hour histrionics could have been avoided. In Montréal, people could possibly have been more efficient when issues needed to be resolved.

What is difficult to understand is that although people use verbal communication when they have to, and see obvious benefit in it, they often revert to easier but sometimes less effective methods. Having said that, I'll be the first to hold my hands up and say that I have

flipped someone an email or left them a voice message when I know that talking to them would be far more effective. Guilty as charged! But is that really in the best interest of our organizations and our companies?

As a leader, you may wish to think about the following questions:

- What are you doing to make sure that communication in your organization is correctly balanced between face to face, email, and voice mail?
- What are the advantages of communicating face to face in your organization?
- What are the challenges of this?
- What roles do tone and body language play in effective communication?

Common sense and efficiency dictate that we communicate in all ways, and that includes speaking to one another.

Cliff Richard may have said, 'We don't talk anymore', but it's not so funny.



“ Let us make a special effort to stop communicating with each other, so that we can have some conversation. JUDITH MARTIN

This a monthly publication intended for clients and associates of TriOpus Group. We welcome any comments, suggestions or questions you may have. Please contact us at 1-800-864-2721 or email Tamara Kerr, Partner at tamara@triofusgroup.com

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