

Communication Management Consulting

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Communication is always going on in organizations, for good or ill. People can't work together without communicating. Sometimes they are very effective at it, sometimes not. When communication is good, people can willingly help achieve the organization's goals. The adverse effects of poor communication practices, especially among an organization's leaders, flow outward to negatively impact all other aspects of the system. Improving communication practices in organizations is some of the most important consulting work we do. When engaged for these purposes, our dealings often involve these actions and other activities not listed here:

- Identify and specify the nature and effects of the communication processes used in the organization, both formal and informal.
- When appropriate, make use of personality assessment instruments to help clarify natural differences among participants in the organization to help people understand how natural personality differences can effect communication, both transmitting and receiving.
- Help people learn how to notice and appropriately interpret non-verbal communication cues from others.
- Provide interactive exercises designed to demonstrate effective and ineffective communication practices (e.g. meeting leadership, facilitation methods, feedback techniques, corrective coaching, problem-analysis, etc.); help participants come to select and use practices that are appropriate and effective and avoid those that are ineffective.
- Help to set standards about the appropriate use of different communications media (e.g. memos, email, telephone, meetings, conferences, public presentations, etc.); select and use different media in appropriate ways and avoid their misuse.
- Help leaders learn how to be effective process facilitators.
- Help employees learn how to get things done with others over whom they have no authority; i.e. learn to lead when you're not the boss, but have responsibility for completing a project.
- Help people develop and use negotiation and conflict management skills to produce win-win agreements.