

SUCCESS...

WITH THE SOUND OF TALKING AND LISTENING!

Positive and healthy communication is an ingredient to success...whether it's a business, community organization, team or a family. In sports, we see teams huddle to quickly communicate the next play and confirm assignments. A successful play likely depends on the "huddle talk". Was it clear and understandable? Was it positive? To this point beyond sports, it's routine to see huddles in industry and business, all kinds of organizations and agencies...even families. When folks in an organization positively communicate you should expect good things, especially if the communication is top-to-bottom and side-to-side. Here's a significant point about communication. It's two-way. Effective communication involves at least two people. It is not talking on a "singular" transmit mode but involves listening. Dr. John Maxwell, globally recognized leadership expert put it this way; "Good communication and leadership are all about connecting. If you can connect with others at every level -one-on-one, in groups, and with an audience-your relationships are stronger, your sense of community improves, your ability to create teamwork increases, your influence increases, and your productivity skyrockets." If this kind of positive communication exists, you can expect high morale, commitment and job satisfaction. In the marketplace, these things set a warm and attractive business climate with internal benefits, but there's external component to this. If you are in retail, customers will feel your energy and warmth, they will be comfortable in your store, they will likely buy...buy again...and tell others. In a medical facility, the positive climate and warmth of a care-giver provides comfort and confidence to a patient or their families, particularly if they are facing a major health challenge. Here's what's going on. Communication lays the groundwork for a good work climate, people trust each other, feel they belong and like what they do. The organization thrives and succeeds. What's the other side of this story? The effect of poor or negative communication in an organization should be obvious. Patricia M. Buhler and Joel D. Worden, in an article for The Society for Human Resource Managers, cite surveys where large businesses report annual losses upwards of \$60 million attributable to poor or absent communication. Likewise, small businesses reported losses of over \$400,000 a year. (Buhler and Worden, Up, Down, and Sideways: High-Impact Verbal Communication for HR Professionals, SHRM, 2013). From my experience with organizations and teams, we had problems when we didn't communicate. Didn't talk. Didn't share. The associates were unhappy, provided low results, lacked or pushed away corporate identity and they did not trust...the boss or each other. This negative climate is toxic! You should be able to see the impact up-and-down, sideways and outside the organization. A good leader actively communicates with each member of the team...visibly and often. With positive and meaningful communication, the leader shows committed and genuine interest in each person and contributes to the good health of the organization. The leader communicates...and demonstrates...vision, values, trust and esprit. If you are the leader, get out of your cave. Walk around, know your people, know what they do. Do something with them. Ask questions and listen! Daniel Goleman, in his NYT best seller, Primal Leadership, makes this point. People behave in primal ways and teams take on the personality of their leader or role-model. Leader behavior sets climate, tone and culture. You want success for your people (and you)...huddle up....talk...and listen!