



Purpose and Scope

The employee satisfaction and engagement initiative focuses on areas resulting from an analysis of employee responses to the Department and Office of Personnel Management employee survey questionnaires, as well as employee engagement literature research. An analysis of employee survey responses indicates a need to market and provide more understandable benefits information.

In January 2010, Civilian Personnel Management Service launched its new benefits tools and other information for employee use. Literature research further indicates that managers directly influence employee engagement and drive high performance by providing clear performance expectations and fair and accurate feedback, ensuring open lines of internal communication and supporting employee career development goals.



For more information on Employee Satisfaction and Engagement, please visit:

www.cpms.osd.mil/worklife

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Productivity Begins with Employee Engagement



Open Communication

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Information and Guidance*

*Employee Satisfaction
and Engagement*



10 Tips for Open Communication

Open Communication

Open communication is intended for all managers and employees to communicate information to one another about tasks, projects and the organization. It's the manager's responsibility to keep employees informed of goals, directions for achieving those goals, and soliciting employee feedback. Leadership should communicate employees' suggestions, concerns, and accomplishments to upper levels of management. Manager's need to ensure that all of their employees know and understand their organization's mission and vision statements.

By maintaining an environment of open communication, it will encourage employees to express their opinions and solutions to challenges in the workplace. Also, it will allow employees and managers to develop trust between one another to complete projects and tasks. The organization can thrive and benefit from an environment where managers and employees can communicate information to each other.

1. **You had me at Hello**

If you don't know everyone at your workplace, start out by saying hello to them. Communicating and getting to know the people you work with can allow for a happier work environment for everyone.

2. **Use easy language for everyone to understand**

Don't allow listeners to be lost in your words. Use simple language to get your point across.

3. **Differentiate the speed of your voice**

Talking fast can energize and excite your listener, but may drain them. Talking at minimal speed or slowly tends to keep your listener bored and they may shut you out. Be sure to vary your speed to keep the listener interested and anxious.

4. **Know what you are saying and don't just "wing it"**

Prepare for a few things to say if you know that you're going to have to speak. Saying things from the top of your head might mislead your listeners and cause confusion if inaccurate information is given.

5. **Encourage the participation of the listener by asking questions**

Check to see how the listener is doing. See if they are on the same page as you or if they have disagreements. It's better to talk it out than to sweep it under a rug.

6. **Be Precise and Articulate**

Mumbling and stumbling on words is very hard for the listener to understand. Speaking with clear crisp words and syllables convey confidence.

7. **Stay focused and actually listen to what is being said**

Don't allow your mind to wander. It's important to listen and be prepared to respond if you are asked a question. Listen, compute, and then respond.

8. **Be proactive**

Speak up and participate in discussions. Giving input will allow for a different perspective on a situation.

9. **Work with your Staff**

Ask your staff what can be improved in the organization and with your managerial skills. Make a note of all the things that the employee's say and use those notes to find ways to make the employees happier in their environment.

10. **Break Time**

Find some time where everyone in the office can have a short break to celebrate a birthday or a holiday with some snacks. This will allow employees to socialize and casually open up to one another.



Establish an atmosphere of open communication

Maintain open lines of communication by updating employees with management's goals and directions for achieving those goals.