



Effective Workplace Communication

It's up to all of us to build safe, respectful, and productive work environments. Effective communication is thinking about how you are speaking, remaining respectful through difficult conversations, and staying aware of the pitfalls of poor communication. Level-headed communication keeps everyone informed, safe and working toward the same goals.

Communication is not limited to one-on-one interactions on the job and can include digital communication, group meetings, or interactions outside of work. Remember, you can't control how others communicate but you can control how you show up, and that can make a real difference for you, your team, and the job.

Effective Communication Benefits

- Builds trust and morale
- Improves safety and productivity
- Reduces stress and misunderstandings
- Prevents toxic workplace culture

Poor Communication Risks

- Can cause safety issues
- Creates tension
- Lowers morale
- Can be interpreted as disrespect

CALM • COMMUNICATE • CONSIDER • COLLABORATE • COMMIT

5 "C's" for communicating effectively in difficult moments offer a simple structure for approaching challenging interactions with clarity and professionalism. These guiding principles help you slow down, express yourself thoughtfully, understand others' perspectives, work toward shared solutions, and follow through in a way that supports a healthy, functional workplace culture.

CALM

Pause, breathe, and choose the right time and place to start a conversation

COMMUNICATE

Share your perspective clearly and respectfully using "I" statements instead of blame

CONSIDER

Listen respectfully to the other person's view and ask questions once they are done if you need clarification

COLLABORATE

Work together toward common ground: what is something you agree on?

COMMIT

Talk about next steps and follow through, i.e. speaking after the gig is done or involving leadership

