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ANNOYING WORKPLACE COMMUNICATION HABITS

The ability to listen well in the workplace doesn't just allow information to get passed on, it builds relationships. Here are some common annoying workplace communication habits.

- While communicating with others **you appear distracted** by texting, picking up your office, or fiddling with other duties or responsibilities.
- **Interrupting** because you feel the need to get your thought out before the speaker is done speaking, and you don't want to forget what you wanted to say.
- Showing impatience by **responding to the speaker before the speaker has finished his/her thought.**
- **Listening, but only enough to grasp the nature of a problem.** Your thinking is that you've heard enough and can ignore the rest, thereby dismissing that person's need to share it.
- **Showing impatience while a coworker talks** by squirming in your chair, rolling your eyes or asking "Are you finished?"
- **You formulate a response**, rather than listen to everything the other person has to say.

Listening skills are important. Nix any distractions, look the other person in the eye and allow that person to finish what it is they are saying. Ask clarifying questions to show that you've heard what they've said. Allow several seconds to pass after your coworker has stopped speaking before you respond. Communication is the act of communicating *along with* actively listening to what's being said.

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