



Life, Health and You

Workplace Communication

Communication skills are important to everyone - they are how we give and receive information and convey our ideas and opinions with those around us.

Communication comes in many forms:

- verbal (sounds, language, and tone of voice)
- aural (listening and hearing)
- non-verbal (facial expressions, body language, and posture)
- written (journals, emails, blogs, and text messages)
- visual (signs, symbols, and pictures)

It is important to develop a variety of skills for both communicating TO others and learning how to interpret the information received FROM others. Knowing our audience and understanding how they need to receive information is equally important as knowing ourselves.

To an employer, good communication skills are essential. In fact, employers consistently rank good communication skills at the top of the list for potential

employees.

During an interview, for example, employers are impressed by a job candidate who answers questions with more than one-word answers, demonstrates that he or she is listening, and shares information and ideas. Remember, non-verbal communication is also critical in an interview. Employers expect good eye contact, good posture, and "active" listening.

One of the challenges in the workplace is learning the specific communication styles of others and how and when to share your ideas or concerns. Though some supervisors may specifically ask for your opinion, others may assume if there is something important they need to know, you will bring it to their attention – or if there is something you are unsure about, you will ask.

Knowing how to listen carefully and when to ask for help is important. If an employee and a supervisor learn to communicate well (in whatever method that works), there is a greater likelihood of job retention and promotion.

Steps to Handle Conflict

1. Cool off. Count down from 10 to 0. Close your eyes and take deep breaths.

2. Keep it real! Think about what's really bothering you. Is this a one-time problem or one that keeps happening? What do you really want in this situation or from this relationship?

3. Deal with the issue. Talk to the other people or person about the conflict. Try to keep your voice calm. Talk about how you feel and what you want instead of blaming the other person.

4. Listen to the other person's side. Try to see where the other person is coming from. Think about how you may have contributed to the problem.

5. Work it out. Keep an open mind. Try to come up with a specific agreement or plan. Be willing to say you're sorry if you had a part in creating the conflict.

National Health Observances

Each month, we feature select National Health Observances (NHOs) that highlight important health & life issues affecting people every day.

Join the National Safety Council in June for [National Safety Month](#)—the annual observance to help keep each other safe from the workplace to anyplace.

[Alzheimer's and Brain Awareness Month](#) is declared each June to help raise awareness about the disease, as well as show support for the millions of people worldwide living with Alzheimer's.

[National HIV Testing Day](#) is June 27th and is a day to encourage people to get tested for HIV, know their status, and get linked to care and treatment.

Mental Health Minute



Finding Quiet Time

Recent studies are showing that taking time for silence restores the nervous system, helps sustain energy, and conditions our minds to be more adaptive and responsive to the complex environments in which so many of us now live, work, and lead.

- 1) Punctuate your day with five minutes of quiet time. If you're able to close an office door, or find another quiet hideaway, it's possible to hit reset by engaging in a silent practice of meditation or reflection.
- 2) Take a silent afternoon in nature. Immersion in nature can be the clearest option for improving creative thinking capacities.
- 3) Go on a media fast. Turn off your email for several hours or even a full day or try "fasting" from news and entertainment.

LIVE MONTHLY WEBINAR:

The Power of Listening

Date: 6/12/2024 | Time: 1:30 PM to 2:30 PM EST

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