



Leadership Communication & Employee Satisfaction

Article written by Incentive Services University

Good communication skills are what set excellent leaders apart. How we talk to our team is a direct reflection on how we are viewed as a leader. Taking the time to learn to effectively communicate with our employees is key in relating to our team in a meaningful way. By learning and incorporating effective language into your interactions, you will help your team to feel valued and will encourage a happy and healthy workplace. Here are six important tips to keep in mind when communicating with your team.

1. Communication Styles Differ

Different people have different communication styles and preferences. Some employees may enjoy regular face-to-face conversations, while others may prefer to communicate through technology. Taking the time to learn individual preferences will encourage team members to be comfortable and open in their communications with you.

2. Don't Make Assumptions

Understand that communication may be challenging, especially when using technology, and messages may be interpreted differently than they are intended. Don't make assumptions. If an employee is unclear, simply ask them to explain what they are trying to communicate. "Tell me more" is a great way to get clarity.

3. Make Difficult Conversations Productive

Difficult conversations may actually lead to very productive dialog and outcomes. Handling difficult conversations well shows you respect your employee and are willing to listen to their opinion. Sharing both perspectives in a respectful way may offer new insights and lead to productive dialog and outcomes.

4. Admit When You Are Wrong

Don't be afraid to admit when you're wrong. Apologizing, in an authentic way, demonstrates humility that will be appreciated. Leaders that have the self-awareness to admit when they are wrong, and genuinely care about correcting their error, show that they are empathetic individuals and value the feelings of the other person.

5. Ask for Employee Feedback

Asking for employee feedback is an excellent way of ensuring employees know they are valued. Looking for input shows you value their opinion and knowledge. Being receptive to new ideas and opinions will boost employee confidence and embolden them to share suggestions that could be great for your team!

6. Show Appreciation

Say thank you. These two words are often the most important words leadership can use. Acknowledging any employee contribution will always reinforce engagement and satisfaction. A happy team is a productive team, and showing appreciation will consistently further employee satisfaction.

When leaders effectively communicate with employees, they promote a positive employee experience. Satisfied employees that feel valued are more productive, dedicated, and loyal. These employees are much more likely to want to remain at your workplace and work hard to help your organization succeed!