**Communicate effectively in a professional context**

Effective business communication is all about where, how, and when you communicate. To improve your communication skills, try these seven suggestions.

**1. Know where to communicate—and about what**

Face-to-face communication, email, instant messaging, and work management systems are all examples of communication. Make sure you're following communication rules and communicating about the correct topics in the proper locations to be most effective.

Knowing where to communicate is sometimes half the fight. Your firm may utilise a variety of communication tools, making it all the more vital to know which one to use. Which tool is best for your enquiry or comment? Is it necessary to communicate in real time, or might an asynchronous message suffice? If you're unsure, ask a teammate or management where you should send certain sorts of communications. It is critical that everyone is on the same page. At Asana, for example, we use:

1. Slack
2. Asana
3. Gmail
4. Zoom

**2. Build your collaboration skills**

Effective teamwork is built on collaboration. You must practise open and honest communication in order to develop excellent team cooperation abilities. This doesn't imply everyone has to agree on everything; understanding how to disagree and work through disagreements is also an important aspect of teamwork.

It's a "chicken and egg" situation when it comes to collaboration and communication abilities. You may foster excellent cooperation by communicating well, but collaboration is a critical component of effective communication. In fact, this simply means that you'll have to work on developing your teamwork and communication abilities over time. As you enhance team cooperation, you'll become more adept at communicating facts and perspectives in the workplace—and as a consequence, collaboration will feel more natural.

**3. Talk face-to-face when you can**

Face-to-face communication is perhaps the most tried-and-true approach to avoid misunderstanding. If your staff is remote, video conferencing is another option. If you anticipate a talk will be difficult, face-to-face communication is especially vital. Because tone is difficult to convey through writing, you should preferably allow the team member to see your facial emotions and body language.

If your staff is remote or spread, a phone call instead of a video conference can be a better option. Video conferencing tiredness is real, and it may make distant teams' cooperation and communication more challenging. When you communicate over the phone, you minimise part of the visual strain while still hearing your team member's voice and tone.

**4. Watch your body language and tone of voice**

It's not just about what you say, but also about how you say it. Make sure you're not crossing your arms or seeming hurried. Often, your body language has little to do with the current circumstance; perhaps you're fatigued or upset about something personal. Your team colleagues, on the other hand, may not be aware of the background and interpret your behaviours as being furious or outraged about anything. Relax your body language and facial emotions, especially during difficult talks, to prevent sending out any accidental hints.

**5. Prioritize two-way communication**

Listening is equally as crucial as talking in the workplace when it comes to communication. Listening to other people's ideas rather than just putting your own out there is an important part of being a collaborative team member.

Listening to respond and listening to comprehend are the two most prevalent styles of listening. When you listen to respond, you're more concerned with what you're going to say next than with what the other person is saying. You risk missing important information or even repeating what the other person just said if you listen this way.

Instead, attempt to listen to understand—that is, pay attention to what the other person is saying without planning your response. If you have anything to say, scribble it down so you can return to listening to comprehend rather than attempting to recall what you want to say next.

**6. Stick to facts, not stories**

Diana Chapman, co-founder of the Conscious Leadership Group, recommends using the strategy "facts vs. tales." "Facts" in this situation refer to events that have actually occurred and on which everyone in the room may easily agree. In contrast, a "narrative" is your perspective of the incident.

Let's imagine your boss provides you with real-time feedback during a small team meeting. That is a proven truth. You weren't expecting the criticism, and you have the impression that your boss gave it to you rather than saving it for your 1:1 because they are unhappy with your job. This is a "story" since there is no means of knowing whether or not it is true.

We all tell stories based on facts, thus they are unavoidable. However, attempt to distinguish between rumours and facts, and wait to act on stories until you can verify them. In this scenario, you could seek to question your boss why they provided comments in a team meeting during your next 1:1 meeting.

**7. Make sure you’re speaking to the right person**

It's just as important to know who you're talking to as it is to know what you're saying in the workplace. When you're talking to the wrong people or trying to impart knowledge in the incorrect venue, poor communication is common.

Make sure the proper individuals are in the room or receiving the message to avoid this. If you're not sure who that is, do an activity to identify any key project stakeholders that may be missing.

**Reference:**

https://asana.com/resources/effective-communication-workplace