ETHICAL WORKPLACE COMMUNICATION

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Learning Objectives

01

Explore the importance of supervisory and peer support within mission-driven organizations.

02

Define destructive communication behaviors.

03

Explore general guidelines for having difficult conversations.

Exploring Destructive Workplace Communication

Discussion:

What are some causes of unhappiness/dissatisfaction at work?

Discussion:

What contributes to a healthy work environment?

Discussion:

How do you like to be communicated with?

Destructive Workplace Communication

Destructive communication is the intentional or unintentional communication that attacks receivers' self-esteem or reputation, or reflects indifference toward others' basic values, and is harmful to organizational members, groups within organizations, or organizations as a whole.

(LUTGEN-SANDVIK & SYPHER, 2009, P. 391)

Types of Destructive Workplace Communication

Bullying

Incivility

Isolation

Ostracism

Depersonalization

Shunning

Ignoring

Bullying

Repeated

Intentional

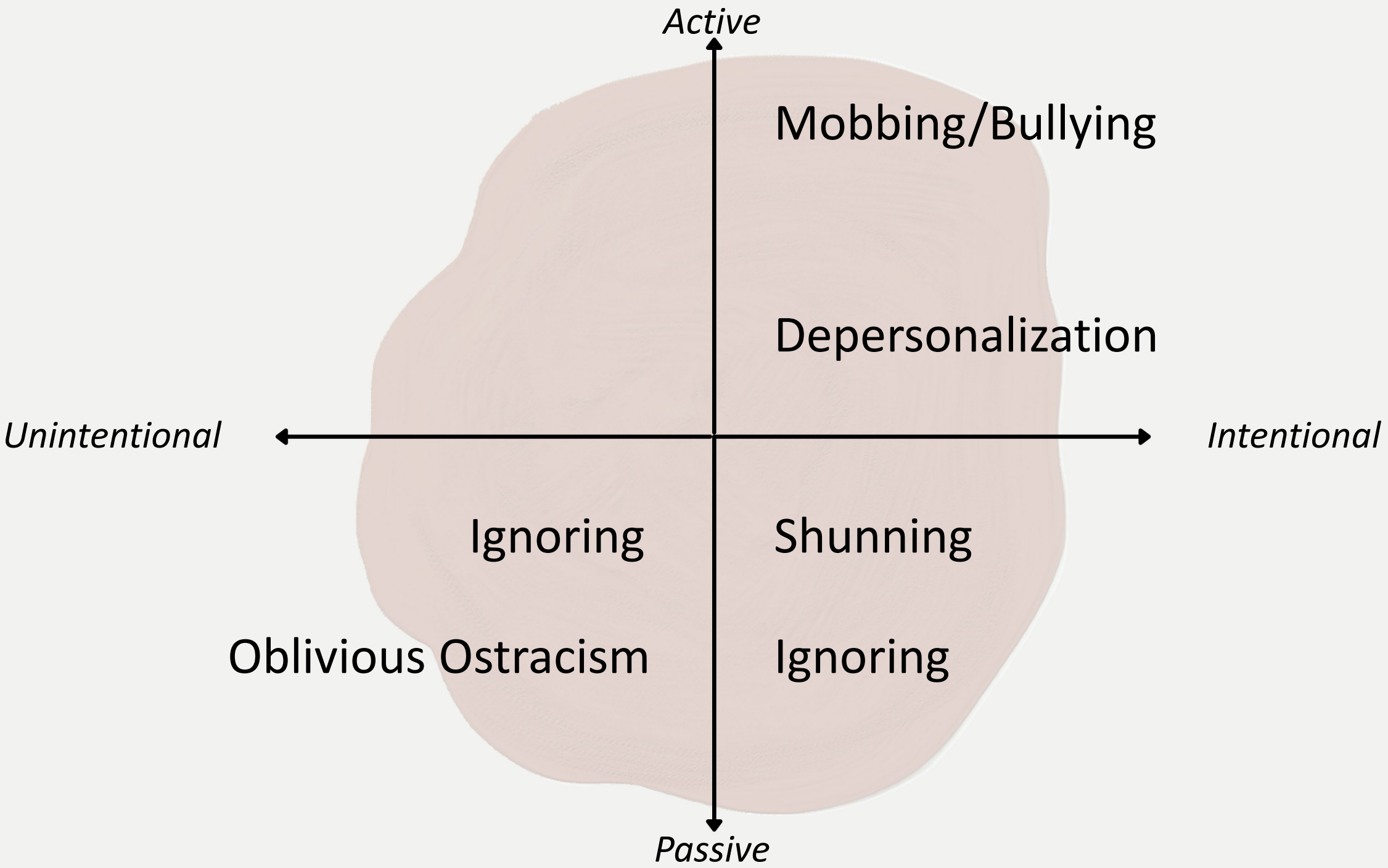
Mistreatment

Incivility

Rude, offensive and demeaning behaviors

Vary in intensity and intention

Can be subtle or overt


Active
Mobbing/Bullying
Depersonalization
Unintentional
Intentional
Ignoring
Shunning
Oblivious Ostracism
Ignoring
Passive

Venting or Gossiping?

Venting:

- Arises from a healthy place
- Focuses on one’s own feelings
- Shared with one trusted person
- Rooted in problem-solving

Gossiping:

- Arises from ill-intent
- Focuses on other people
- Usually shared with multiple people
- Harms another's character

Microaggressions

Microaggressions are the everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership.

(COOPER, N.D.)

Microaggressions

Verbal: Occurs when someone says something offensive or disrespectful to a marginalized group.

Behavioral: An insensitive or problematic action that often plays into identity stereotypes.

Environmental: Expressed in society through a lack of representation, inclusion, and diversity.

(COOPER, N.D.)

DWC & Microaggressions

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Impacts of Destructive Communication

- Loss of interpersonal trust
- Loss of organizational trust

Therefore…

- Impaired information exchange
- Decrease in quality of task performance
- Powerlessness
- Loneliness
- Stress & burnout

General Communication Guidelines for Difficult Conversations

- Take a step back.
- Don’t talk when emotions are high.
- Decide if it warrants a conversation.
- Set up a meeting for an appropriate time.

General Communication Guidelines for Difficult Conversations

- Use “I” statements.
- LISTEN: If you do not leave the conversation with one new piece of information/understanding about the situation or other party, you did not listen.
- Be direct but kind.

General Communication Guidelines for Difficult Conversations

- Don’t take things personally.
- Give the other person time to process.
- Step away if needed.
- Keep conversation private.
- Remember: It’s difficult for the other person too!

3-Day Guide

Questions?

Thank you!

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