

3 big pains of work communication



Communication in the workplace is proving to be quite ineffective, according to a new study by Dynamic Signal. Employees report feeling less informed, and more confused and stressed, because of how mismanaged communication is in their workplace. In fact, one-third of U.S. employees report wanting to quit their jobs due to poor communication at work.

More findings from the report—and what you can do to improve conditions in your workplace:

- **75% of employees report wasting time to keep up with the constant influx of emails and chat notifications.** A full 66% report losing 30 minutes to an hour every day.

Recommendation: Set some guidelines so employees don't feel compelled to immediately respond to every message. Block off quiet time, set chat hours, and encourage people to check email or instant messages and respond at scheduled times throughout the day.

- **51% of employees report they don't feel properly informed by their company—despite the fact that organizations are increasingly investing in communication tools.** 42% report missing critical information necessary to do their job because of ineffective communication tools.

Recommendation: Consider how you are relaying information to your employees. Are departments operating in a vacuum? Are most employees on a "need to know" basis? If you aren't sure whether your communication methods are working, ask your employees.

- **35% of employees report a lack of clear understanding on how and when to use their company's communication tools.** More than half of companies are investing more money in new communication tools, yet more than a third of their staffs are likely not using them properly, if at all.

Recommendation: It all comes down to informing your employees about what is appropriate use and what isn't. Furthermore, you can't throw a new solution at busy employees and expect them to learn how to use it on their own. Invest the time to train everyone how to maximize the potential of each new tool.