Ways to Facilitate Effective Communication & Relationship Management at the Workplace

1. **Promote** the use of active listening skills
2. **Coach** staff in the use of effective Communication techniques
3. **Give clear instructions** and provide sufficient information
4. **Be sensitive** to cultural differences
5. **Seek and provide** clarification where necessary
6. **Delegate** work and support work team
7. **Involve** team members in the planning by providing opportunities for them to contribute ideas and skills
8. **Promote and maintain** positive relationships amongst team members by providing assistance, guidance and support
9. **Monitor and review** team performance by giving constructive feedback and criticism
10. **Resolve conflict** effectively through negotiation

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