



## TenStep Supplemental Paper

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### Habit Traps in Communication

Organizations encounter communication problems in daily functioning. Most communication breakdowns are due to bad habit traps that act as barriers to effective communication. However, some habits are beneficial for an organization.

#### **Beneficial habit traps**

- **Be direct.** Employees are strong enough to hear the truth.
- **Get the message across gently.** Employees can be weak at times
- **Acknowledge the individual within the employee.** Employees respond to respect.
- **Use active listening skills.** Employees want to be heard.
- **Choose the appropriate time and place.** Acknowledge employee feelings.
- **Avoid sarcasm and criticism.** Employees respond to encouraging challenges.
- **Body language conveys more than verbal language.** Employees see what you mean.
- **Sincerity speaks.** Employees believe others can be trusted.
- **Be Open.** Employees work poorly when no options are provided.
- **Provide clear instructions.** Employees may have a different interpretation of what you say.
- **Remember names.** People try to remember yours.
- **Show interest in employees.** Employees like to see the employer's human side.
- **Be genuine.** Employees are moved by genuine honesty.
- **Support employee causes.** Employees like to work for those who support them.

These can help organizations overcome most communication problems.