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Commentaries and Insights from Allawos & Company

"Necessity of Communication"

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The world finds itself in a place that modern civilization hasn't seen before (well we call ourselves modern and civilized) with business uncertainties, questionable news information, and a hyper political atmosphere that makes conducting business tiring and treacherous.

With the passing of time and increasing competition, an organization, however established it may be, needs to change and or must move forward. For an employee, a change could mean

different work culture, obsolete technical knowledge, or changing management techniques. Because of such reasons change is not a welcome alternative for many; such cases should be handled with utmost care and careful communication only. To complicate mater even more remote work puts a twist on the so-called working environment that many are still not use to.

The role of communication in the success of any business function is a well-documented fact. Its efficacy is ushering change is also evident from the fact that often organizations choose people with better communication skills to lead a change initiative, with the hope that they will able to gain widespread support across the organization.

Before we look into the virtues of communication, let's look closer at the process of change management. Managing change is essentially and a methodical approach used for a proper and effective transition of individuals, teams, and organizations from a current undesired state to a desired state in the future. Essentially change management comprises of both, organizational change management as well as individual change management process and if these practices are effectively used, they can lead to a better more efficient and profitable organization.

Generally, employees go through three phases before successful implementation of a change is done:

- Fear This is usually due to a high level of internal rumors resulting from lack of proper communication from higher level management. A common example can be a fear of job cuts or of increased personnel responsibilities.
- Frustration In many organizations, full details about a change are kept confined to the higher management only. Employees could get frustrated by the level of secrecy and may retaliate by showing resistance towards change.
- Acceptance This is the final transition towards a change. In given time, employees
 understand and learn to appreciate the need towards change. This acceptance acts as a
 final catalyst for an easy and efficient change implementation.

To effectively communicate a change, some general guidelines should be followed:

- Trust: Before undergoing a change, it is of the foremost importance for an organization to inform its employees about the change. Trust is an important factor in asserting that a change is taken with a good attitude. An untrustworthy person, if given the responsibility to convey the change, would create a sense of uneasiness among the employees and or team members can cause a loss in productivity and morale which then leads to unnecessary rumors, and a higher attrition rate.
- Hard Logic: It's the general nature of human beings to be resilient towards change. We search for stability and are happy in such circumstances. Only good communication and a compelling logic would enable an employee to understand the benefits of a change. Seminars, Conferences and general meetings could be conducted to deliver such knowledge.
- Acknowledge Success: When profits or good production results from a change, it is necessary for an organization to communicate such laurels to the employees. This could confirm the effectiveness of the change and would ease further problems, if any.

A key to success is also to listen to those around you and taking to hart what they have to offer. I was recently asked to provide a solution to a messaging issue by providing three talking points. I provided the talking points with the messaging to go along, but at the end of the day no messaging was ever sent out with no reasoning or explanation. Follow through and closure is extremely important and valuable.

Change management process with efficient and sincere communications can help circumvent all the commotion and make executing changes a quick and hassle-free process.

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We service the aerospace industry to healthcare, semiconductor to farming and most industries in between. Our comprehensive consulting services improve the client's condition and leaves behind the tools for growth.

Sincerely,

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