

Activity 3: Guidelines for Positive Communication Practices



Discuss with a colleague or members of your team the practices highlighted under each strategy for Positive Communication. There are ten strategies, each with corresponding practices. For each practice on the following page, indicate whether the action is:

- Often Used
- Sometimes Used
- Could be Further Developed

At the close of this activity, compile a list of practices that are **often used** that reflect the **current strengths** of your team related to positive communication.

In addition, compile a list of the **practices that could be further developed** and applied to expand your team's capacity for positive communication practices.

Share your lists with your team!

Strategies for Enhancing Positive Communication

1. Thoughtful Responses	Often Used	Sometimes Used	Could be Further Developed
Take time to reflect before you speak or take action.			
Choose how and when you will communicate with the intent of helping and bringing out the best in others.			
2. Enhanced Understanding	Often Used	Sometimes Used	Could be Further Developed
Use active listening skills to understand the perspectives of others and to seek their input.			
Ask open-ended questions, seek clarification and summarize what has been heard as a means for checking for understanding.			
3. Close Attention to Verbal and Nonverbal Behaviours	Often Used	Sometimes Used	Could be Further Developed
Pay attention to your tone of voice and nonverbal communication. Be focused, open and positive in your approach.			
4. Openness to Feedback	Often Used	Sometimes Used	Could be Further Developed
Be open to feedback from others. Even when words may seem hard, find opportunities to move ahead in a constructive way.			
5. Encouragement of Others	Often Used	Sometimes Used	Could be Further Developed
Take opportunities to encourage others by listening, pointing out a positive or expressing gratitude. Such encouragement evokes positive feelings and a sense of wellbeing in others.			

Strategies for Building Resilient Teams

6. Positive Phrasing and Language	Often Used	Sometimes Used	Could be Further Developed
Use positive phrasing and language that promotes what can be done, what alternatives and choices may be available, what may be helpful or beneficial, and what positive actions or positive consequences could be realized.			
7. Focus on Solutions	Often Used	Sometimes Used	Could be Further Developed
Build solutions that promote mutual benefits for all involved in problem-solving areas of concern. Being solution-focused helps us to avoid becoming mired in problems or challenges.			
8. Mutual Respect	Often Used	Sometimes Used	Could be Further Developed
Ensure that all communication is carried out respectfully. This means interacting with others in the ways that we would like to be treated.			
9. Speaking Well of Others	Often Used	Sometimes Used	Could be Further Developed
Refuse to gossip or to discuss the shortcomings of others. Always speak well of others when they are not present.			
10. Commitment to a Positive Workplace Environment	Often Used	Sometimes Used	Could be Further Developed
Positive communication reflects a commitment to building a positive workplace environment. This entails seeing the positives in people and their potential to be successful members of the workplace team.			