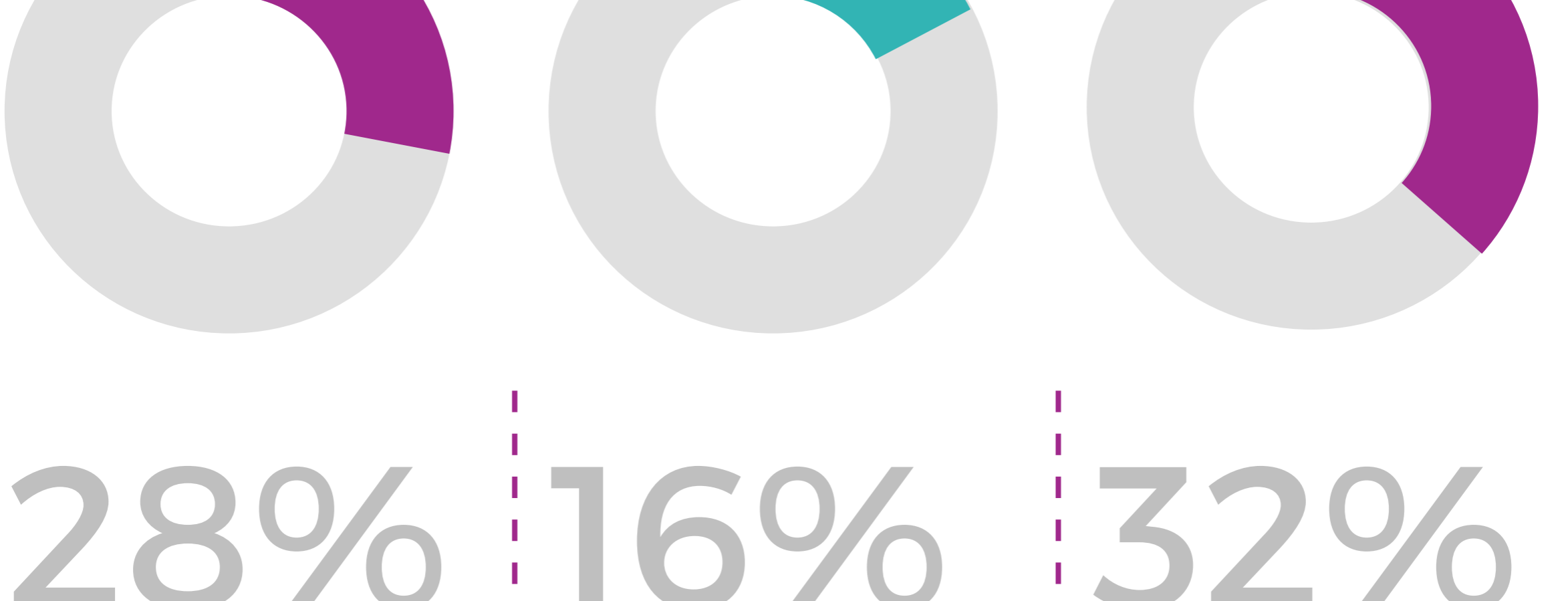


HOW TO BREAK DOWN THE BARRIERS TO ORGANISATIONAL DIALOGUE

To become an effective conversational leader you need to break through the day-to-day barriers holding the organisation back from having great conversations.

Dialogue lies at the heart of effective decision-making and organisational relationships.

Yet, too often, especially in our increasingly fast-paced and digitised working world, the art of conversation – proper two-way, reflective and engaged dialogue – can get lost.



The average employee spends 28% of their working week reading, and responding to, emails. 16% of managers feel uncomfortable speaking face-to-face rather than by email. 32% of people would rather communicate by text than over the phone.

67%

of senior executives and managers say their organisation would be more productive if their superiors managed more via personal discussion.

In an increasingly globalised working world, workplaces are becoming more dispersed and physically remote from each other, making face-to-face dialogue and conversation that much harder.

Although the majority of teams meet physically at least once a month

5%

admit they have never met their fellow team members.

More than a third (34%)

of executives expect more than half of their full-time employees to be working remotely by 2020.

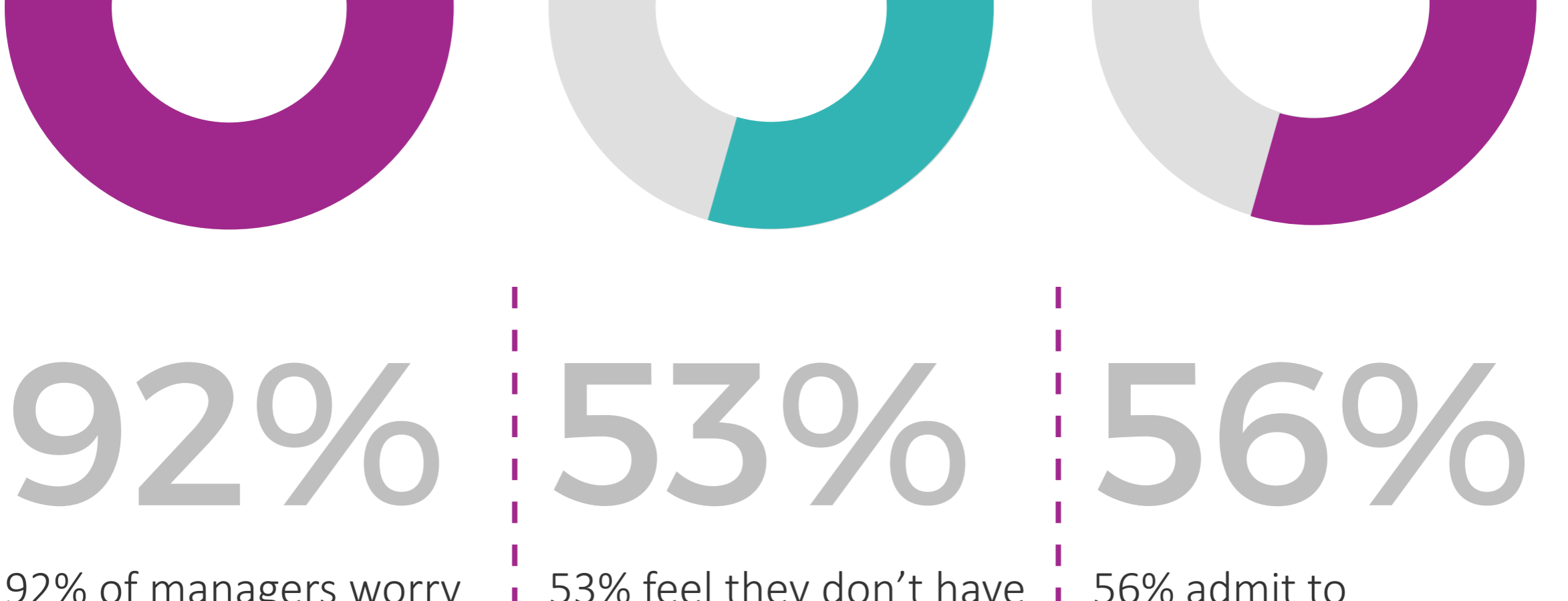
Time and workload pressures are another barrier to organisational dialogue.

44%

of managers say their stress levels have increased in the past six months.

The majority of managers at all levels also report never having enough time to get their work done. Nearly one in two say they worry about work a lot outside of work hours.

There is also the ‘fear factor’ many managers feel about having ‘difficult’ or challenging conversations.



92% of managers worry about causing “upset”. 53% feel they don’t have the right training or skills. 56% admit to avoiding holding such conversations as a result.

In today’s increasingly collaborative world, managers have to be skilled at making their teams perform well.

They need to break down barriers to conversation, whether that’s distance, confronting difficult topics, or simply giving individuals a platform to raise and discuss their ideas.

Leaders and managers at all levels need to be equipped with the right skills and training to have the confidence to have difficult conversations, whatever form they may take.

Takeaways

- Today’s increasingly digitised workplace makes it easy to hide behind impersonal methods of communication rather than face-to-face dialogue.
- Dispersed teams, global working and time pressures act as other obstacles to dialogue.
- Managers are often afraid to hold “difficult” conversations and feel they do not have the right skills or training.

Explore ways that you can break down potential barriers in your own organisation to enable great conversations.

Contact: