



## COMMUNICATION ETIQUETTE IN AN OPEN PLAN OFFICE

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***“The single biggest problem in communication is the illusion that it has taken place.” George Bernard Shaw***

Open plan offices were designed to increase communication, teamwork and collaboration. However a high level of worker dissatisfaction exists with open plan workplaces. Common complaints with open plan offices include: cramped workspace, lack of privacy, various distractions and too much noise.

The ability to behave in a professional manner and work effectively in a busy open plan workplace requires a high level of interpersonal communication skills and self-awareness. Each individual has their own understanding and expectations of how they and others should behave in an open plan office. By all staff having a shared understanding of what is expected and what is appropriate behaviour, there will be reductions in stress and the potential for misunderstandings and conflict in an open plan workplace.

### Course Content

This workshop will help you to become more aware of your current communication style and how your behaviours can impact on others when working in a shared space. The workshop will:

- Define what etiquette is and what influences our understanding of etiquette.
- Identify our beliefs and assumptions that may be holding us back at an individual level or may be sabotaging us as a team member.
- Give you tools to set boundaries with clients and colleagues in the office and on the phone.
- Teach you how to receive and give feedback through active listening and empathy.
- Show you how to deal with destructive criticism.
- Illustrate the importance of your body language and other nonverbal communication.
- Teach you how to better deal with your own emotions in the office.

### Learning Outcomes

At the end of this workshop you will:

- Know how to work effectively in an open space office with a high level of communication etiquette.
- Understand the importance of communicating with honesty and clarity with colleagues and clients.
- Be able to maintain professional boundaries with colleagues and clients.
- Be able to use a range of tools to assist you when providing or receiving feedback including dealing with destructive criticism confidently.
- Be aware of the importance of your body language and nonverbal communication.

***This workshop can be customised to meet your organizational training needs and the key learning outcomes set to match your requirements. It can be delivered in a full day or half day format. Two or more of our different workshops can be combined to form a 2 day masterclass***