

Team Communication and Its Impact on Overall Team Success

by Mark Johnson

Team Communication is essential for the overall success of a team. In this day and age, there are many different forms of communication. Whether it be face-to-face meetings, phone conversations, instant messaging, or emailing, communicating effectively in each form is essential for success.

Three keys to effective communication include:

- Being clear and concise
- Being respectful and maintaining professionalism and objectivity
- Allowing for open dialogue

When a task is assigned to a team member, it is important to be clear with what the expectations and task assignment are. This will create less confusion when it comes to open-ended tasks. If a team member specifically knows their task, it will save time by reducing the number of questions asked for clarification and the possibly immense cost of rework. Being concise also avoids excessive communication on an out of scope subject. It will keep the focus on the task at hand.

Also, no matter what form of communication is used, it is very important to be respectful and maintain professionalism and objectivity. Whether communicating with a fellow employee or a manager, it is important to communicate and ask questions respectfully by keeping a relaxed and safe dialogue open. Fellow team members will be more willing to listen to and discuss ideas if they are presented in a pleasant manner. Also, remaining objective allows for people, such as managers, to objectively look at work being performed by the team and communicate inconsistencies without bringing opinion or emotion into the conversation, remaining respectful and professional.

Finally, keeping an open dialogue is important. When remaining open to hearing new ideas and discussing them, it is likely that a better solution can be found. Rather than having a

team member just do what they are told, they would have a chance to challenge and/or improve the task or process. It is important to create an easy way for communication that will provide quick, consistent feedback for bi-directional communication flow. Each of these keys will lead to success for the overall team.

Advanced Management Insight (AMI) has tools to facilitate team communication. One of its features is a comprehensive Data Repository System. Not only does this help in tracking performance trends over time and comparing present performance to past metrics, it allows all information to be documented centrally. If a team member is uncertain about how a piece of a system works, he or she can look into the repository to find the answer as well as issues related to that answer. This can save time and confusion by reducing duplicate questions asked by team members.

Another feature found in AMI is questionnaires. AMI enables the sending of role-specific questionnaires that allow for asking the right questions to the right people. This is a quick way to receive feedback from team members on a consistent basis. This also allows each team member to reflect on their progress and responsibilities. If change is needed, they can communicate that change with their supervisors or other team members.

The three keys to successful team communication (being clear and concise, being respectful and maintaining professionalism and objectivity, and allowing for open dialogue) are critical for successful completion of projects. With AMI's built in communication facilitation, organizations can assure the increased success of every project!