

# Communication in the digital workplace

## Communicating successfully in the modern digital era



There is no doubt that communication and the device driven technology world that we live in has become an integral part of our daily lives. However, finding a balance can be difficult. Digital communication is designed to assist people's productivity instead of getting in the way, but without the right strategies, it can quickly overwhelm and create poor practice.

This non-stop traffic creates heightened task demand and requires a systematic and strategic approach coupled with strong adaptability skills to manage successfully. Whether it is a diverse range of virtual interactions or writing skills it is important that individuals have a best practice approach. It is also crucial for companies to have a strong digital impact internally and externally, but without the proper digital management skills employees can miss the mark. This can create issues from lack of message clarity, relational cohesion issues or even client and customer challenges.

Communication in the Digital Workplace is a session designed to navigate the complexity of communicating in a contemporary work environment. It covers a wide variety of methods and contemporary etiquette to empower participants with a solid comprehension of best practice communication in demanding roles requiring digital literacy

### Designed for?

- » It is applicable to anyone who manages a diverse range of communication methods either in an on location or remote role.
- » It is relevant to managers, supervisors, team leaders and individual roles who have demanding communication responsibilities.
- » An ideal group size is 6 – 15 participants.

### Key learning outcomes

- » Understand how to manage the digital traffic effectively.
- » How to develop your own systematic prioritised approach for your personal workflow.
- » The strategies to manage a diverse range of communication mediums – right method, right message for the right person.
- » How to profile your communication audience effectively for greater impact.
- » How to create effective frameworks for virtual communication.
- » Understand how to Manage difficult or more sensitive communication situations.
- » Establish digital protocols with the whole team to establish consistency.
- » Understanding the etiquette for best practice for written communication in a modern work environment.
- » Use devices as the master, not the slave.



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