DISCUSSION TOPICS (communication)

1. Select three of the items below which, in your opinion, best contribute to improving communication (and why).

trust	flexi-time
open-plan offices	small teams
voice mail	strong corporate identity
e-mail	frequent meetings
mobile phones	staff parties

2. Have you noticed any changes in the way people communicate, especially at work?

3. What makes a good communicator? Choose the three most important factors from the list below. Are there any other factors that aid communication (e.g. in English)?

*fluency in the language   *a sense of humour
*an extensive vocabulary   *grammatical accuracy
*being a good listener   *not being afraid to make mistakes
*physical appearance   * an awareness of body language

4. What do you think has a negative impact on communication? For example, how many unnecessary emails do you receive every day? Is this a problem? How do you prioritize? Are mobile phone calls disturbing? Can employees concentrate well in an open-plan office/office landscape? How effective is the communication between the departments/units in your company? Etc.

4. What (else) would contribute to improving communication in your organization?