



Producing Individual and  
Organizational Success

## Organizational Communication

Effective communication practices along with the appropriate use of technologies are essential to all organizations, but they are most important in knowledge-intensive organizations and sectors. Open and honest communication among team members is a key component of successful group process and teamwork. The real challenges occur when people need to have the “difficult conversation.” Critical communication skills involve careful listening, positive delivery of feedback, and an understanding of the basic processes of communication. Everyone has to take responsibility for the communication process. Improved communication leads to better working relationships and morale, fewer grievances and increased productivity.

### Solution-Based Services:

- Perform a needs assessment which may include interviews, surveys, and group work to determine appropriate strategies for addressing communication issues.
- Provide confidential consultation and coaching to the manager, supervisor or team leader.
- Facilitate group activities focused on improving communication.
- Supply the group with assessment instruments and other tools to help understand personal styles and differences and their impact on the dynamics within the group.
- Design and deliver customized training on relevant communication topics to increase awareness and build skills.

### **Delia and Associates**

2055 Lombard Street, #470202  
San Francisco CA 94147  
650-787-9196  
Jdelia@deliaconsulting.com  
Deliaconsulting.com