Concept of Dialogue

Sasha Schoenborn

Alliance University

Dr. Jallim

February 20, 2023

Concept of Dialogue

Within organizations, one of the most vital aspects of a successful organization and teams is the ability to communicate. By promoting dialogue within an organization, team members are able to create a shared vision and ways to achieve this goal. Organizational communication is compiled of interactions that direct a group towards a shared goal (Eisenberg et al., 2017). By organizations and leaders creating a space for open dialogue, this promotes a circulation of new ideas and feedback which will create a positive and supportive environment for team members. Furthermore, a major addition to organizations that embrace open communication is the ability to engage with each individual team member's diverse number of experiences, views and talents. Moreover, open dialogue builds transparency, trust and collaborative culture for employees (Utley, 2017). Organizations that embrace open communication, boost the morale of the team and create more fluid interactions and ideas in the workplace. Open dialogue also can influence employees productivity because they are in an environment where one feels valued. Lastly, communication builds a bridge between employees and creates confidence and trust within the organization.

Though open communication can provide a collaborative and supportive environment, some of the challenges to open dialogue include the delivery of a message which includes direct and indirect communication, along with the opinions on the roles and hierarchy of team members. In regards to communication styles, western cultures are direct and the meaning is seemingly obvious while other cultures tend to be more discreet in the presentation of messages (Neo, 2015). Additionally, other aspects of communication such as tone, non- verbal communication such as facial expressions or body language can alter a message to receivers. Furthermore, in some organizations, employees must present to higher-level team members and

up the corporate ladder before reaching the executive level. Other organizations have relatively flat hierarchical structures where employees and leaders work as a unified team (Neo, 2015). With the addition of open communication in organizations, positions of leadership need to be engaged and recognize employees' work and still give individual support while still maintaining an open environment.

In any organization, leaders will face challenges in the workplace in regards to employee interaction, resolving conflicts and having the ability to listen and accept feedback. Leaders in organizations have the difficult task of creating a neutral verbal and nonverbal language in order to respect all employees equally while still respecting personal differences. Along with organizations creating an open/ safe environment for open communication within the organization, it is vital that leaders within a company set expectations and possess active listening skills. By leaders setting expectations, this helps employees feel more comfortable, thus alleviating conflict-causing tension. Furthermore, listening is such an undervalued skill, and it can have a real impact on how often conflicts arise and how they can be avoided (Kuligowski, 2023). The simple premise is that dialogue is a valuable tool for building stronger relationships in the workplace and by doing so, for helping your organization become more collaborative, innovative and successful (Davis, 2018). Leaders in the workplace are faced with the challenge of creating productive and meaningful conversations, not just the typical presentation. Alison Davis, founder and CEO of Davis & company suggested that leaders will have to brief employees on current information or events so that there isn't confusion among employees on what stage or page everyone is currently on. Next, leaders will need to slowly gain the trust of employees that are "holding back" from complete open dialogue. Davis suggested that leaders should share life experiences and more personal information in order to build comfortability and

trust in the organization. Lastly, it is vital for leaders to listen without hearing. A way to overcome this obstacle is by reiterating what the leader has heard from their employee or team members. This gives the employee an opportunity to be heard and correct the receiver if the message has been misinterpreted (Davis, 2018).

References

Davis, A. (2018). *Dialogue is difficult to do well. here's how to overcome the 5 biggest ...*

Inc. https://www.inc.com/alison-davis/dialogue-is-difficult-to-do-well-heres-how-

to-overcome-5-biggest-obstacles.html

Eisenberg, E. M., Trethewey, A., LeGreco, M., & Goodall, H. L. (2017). *Organizational*

communication: Balancing creativity and constraint. Bedford/St. Martin's

Publishers.

Kuligowski, K. (2023). *5 communication tips for conflict resolution in the Workplace.*

Business News Daily. https://www.businessnewsdaily.com/8766-resolving-

workplace-conflicts.html

Neo, S. (2015) *4 types of communication challenges in multicultural organizations.*

Training Industry. https://trainingindustry.com/blog/diversity-equity-and-

inclusion/4-types-of-communication-challenges-in-multicultural-organizations/

Utley, T. (2017). *The importance of open dialogue with your team.* Forbes.

https://www.forbes.com/sites/toriutley/2017/04/30/the-importance-of-open-

dialogue-with-your-team/?sh=2f142a47550e