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Do You Have a Minute?
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Do you have a minute?

How many times a day do you hear that question, or a similar one, that interrupts you and forces you to change your focus?

Interruptions create barriers to effective communication!

Consider what happens when your support staff repeatedly interrupts you with questions. You are distracted. You lose momentum. You are frustrated.

Perhaps you feel that you give crystal clear instructions. Do you? Or are your communication skills the root of the problem?

Many people do not want to admit that they do not understand directions. The result is that they will come back again and again with questions.

What is the solution? Determine the reason your staff does not understand and must return for further details.

Do you take the time to give clear information, or do you rush through your interactions? Do you make it safe to ask for additional data? Do you respond to requests for clarity?

Effective communication will set the stage for eliminating many interruptions.

Ask your staff why they need to interrupt you? Uncover the obstacles that are creating barriers to communication. Establish routines that will allow questions and encourage people to work without uncertainties.

Perhaps you needlessly interrupt your staff! Determine if you are causing distraction, or loss of momentum or frustration with your questions.

Invite your people to keep a log of your interruptions. Review the information together and decide ways that tasks can be completed in a timely manner with effective communication.

You may determine that everyone needs to improve their listening skills. Or perhaps there is a need to develop the skills to ask questions or put requests in plain words.

Recognize the barriers to effective communication that are causing interruptions. Take positive action steps to eliminate the behavior that encourages poor communication.

Mary Ellen Warner, MSA, DTM is a speaker, author and coach who works with people to overcome barriers to effective communication. Learn more about Mary Ellen at www.marbilwarner.com or contact her at maryellen@marbilwarner.com.

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