Positive communication at work

An introduction to using this resource

Creating a mentally healthy workplace is about creating a safe, supportive and strong workplace culture.

A mentally healthy workplace is mana-enhancing – supports all people to feel good and function well and enables interactions and relationships based on trust and respect.

Positive communication – communication based on respect and builds trust and collaboration – is the cornerstone of creating a psychologically safe workplace.

Leaders and managers (and their teams) can use the resource to reflect on their current approaches to communication and build a culture of positive communication together.

The resource helps workplaces understand:

• Their workplace communication culture
• Potential barriers/issues to the current communication approach:
• Four practical ways to shift to positive communication. The four ways are:

Have clear intentions
Ask more than tell
Value relationships
Make it safe to speak up

The Māori concept of mana includes many things. In this resource it refers to dignity, respect, power and prestige. Mana-enhancing is about having a safe environment that enables mutual respect and people’s inherent worth and value to be expressed and encouraged.
Fact sheets

Positive communication at work
The business case for positive communication
Avoiding a culture of silence – identifying barriers to positive communication
Reframing failures as opportunities to learn
Communicating so people feel safe to speak up
Mana-enhancing communication – a framework
Positive, open, two-way communication – tips for managers
Bibliography

Worksheets

Skills for positive communication

Refer to bibliography for further reading and key sources of information informing this resource.