

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:



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.