



# The Accent Coach/Claudette Roche Reacts to New Study on Workplace Communication

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LOS ANGELES, CA, USA, May 25, 2015 /EINPresswire.com/ -- According to a recent study conducted by 15Five, more employees want open communication with superiors. They value this over other perks in a job, but often fail to receive it. Only 15% of employees are satisfied with the current quality of communication and feel that their feedback is important.

One of the issues is the different communication styles between managers and staff. This includes how people prefer to communicate, how adequately they get their message across and how well they understand the other person. Poor communication often leads to misunderstandings, incomplete or incorrect tasks and other issues.

Businesses must focus more on communication, especially between managers and employees. The focus is often on outside communication such as with customers or vendors. However, part of the key to success for a company is how well it communicates internally.

According to Claudette Roche, a [speech coach in Los Angeles](#), effective communication begins with making sure you are being understood. You must know that your staff members are hearing what you say and that they understand the meaning behind your words. This sounds simple enough, but in many cases, one person can have different intentions in their words than what the recipients hear. The problems in communication occur because of age or gender differences as well as comprehension due to regional or international accents.

Because more of today's companies hire telecommuters, employees may not even live in the same location as the business. More people relocate for jobs, so that any organization may have employees from multiple regions. Each area has its own [dialect](#) even if the native language is English. It can be difficult for a person to make himself or herself understood by others.

"You may not realize how much of an [accent](#) you have," says Claudette Roche, "until someone points it out or asks for clarity." The problem for many organizations is that employees may not feel comfortable asking for clarification or correcting a superior's language. Instead, they operate on what they assume is correct, which could have the wrong results if instructions were misunderstood.

As more businesses hire globally, the focus on clear communication must increase. While writing down all important instructions can eliminate some of the misunderstanding, there are times when oral communication is necessary. Managers must learn to communicate clearly both in what they say and in how they say it. Clear communication begins with proper enunciation and using terms that everyone understands. It is also important to receive feedback from staff to ensure that everyone understood what was said.

Developing communication skills has always been essential for managers, but it is even more so in a global society. While many people think of speeches or communication in groups, it is just as

important in one-to-one meetings. It is not enough to focus on written communication. Oral communication skills cannot be overlooked, especially when meeting with people over the phone or a web conference. Speaking clearly is even more essential when technology can distort what is being said. Clear communication is important for the success of any business today.

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