

## **7.4 Communication**



Communication becomes difficult if an individual is not able to respond to certain questions. If there are concerns about an employee's ability to communicate effectively, the employer should intervene and accommodate the employee's needs.

Accommodations allow all stakeholders to be equal participants in the workplace and social environments.

**Workplace Issue:** An employee does not understand the workplace's expectations.

**Solution:** Check whether the work environment is appropriate and that the task list is clear.

The employer or supervisor should:

1. Check whether something has changed in the work environment or with the employee's sensory abilities. Is a change interfering with the employee's ability to communicate?

**Tip for success:** Check the employee's immediate work environment to determine whether there has been an increase in ambient noise, an environmental change, a new supervisor, etc.

2. Check whether a different communication style is needed. Does the employee provide information to the employer? If communication is difficult or does not yield much information, do not press the worker for information on what type of accommodations may be needed.

**Tip for success:** Ask your local service providers for assistance, advice, and guidance in developing a plan that will help you communicate with your employee in a way that will resolve issues and benefit all parties.

### **Sources:**

<sup>1</sup> Saskatchewan Abilities Council

<sup>2</sup> Canadian Council on Rehabilitation and Work

### **Disclaimer:**

Hire for Talent has made every effort to use the most respectful words possible while writing these materials. We realize, however, that the most appropriate terminology may change over time. We developed these materials with the intent to respect the dignity and inherent rights of all individuals.