

THE RIGHTS AND RESPONSIBILITIES OF QUALITY COMMUNICATION

*In an effort to stimulate cooperation, job satisfaction and success,
KOHN COMMUNICATIONS is pleased to provide the following
communication guidelines for your organization:*

Your Rights

- ▲ **You have the Right** to express your needs and wants. This means you may always explain what would help you in your job. You should feel free to ask any questions. Never feel embarrassed. Do not assume that others can read your mind. If you don't express your needs and wants, they will be unheard.
- ▲ **You have the Right** to tell others your perception of how they are behaving toward you. Many times people do not realize how they are communicating. If you let them know in a friendly manner, there is a good possibility they will change their style.

Your Responsibilities

- ▲ **You have the Responsibility** to be respectful. There is never a time when it is appropriate to raise your voice or use profanity toward another person. Also, be careful about subtle disrespect such as impatience or sarcasm. Even when you are in conflict, there is no room for disrespect.
- ▲ **You have the Responsibility** to seek alignment. In every interpersonal interaction, try to identify plans which will help you achieve your goals as well as the goals of your peers. With just a modest extra effort, you will be amazed how you can achieve a solution that meets everyone's needs.



Marketing ■ Management ■ Leadership ■ Team Building ■ Conflict Resolution ■ Public Speaking

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