

# 5 Communication Breakdowns

— That Cost Organisations —  
**Time and Money**  
— (And How to Fix Them) —



— CAROLINE DAWSON INTERNATIONAL —

# 5 Communication Breakdowns That Cost Organisations Time and Money (And How to Fix Them)

In most organisations, performance problems are rarely caused by a lack of technical skill. More often, they stem from communication breakdowns—misunderstood instructions, unspoken expectations, and poorly delivered messages. These issues lead to delays, rework, conflict, and missed opportunities. The good news? They are predictable—and fixable.

## 1. Lack of Clarity

People believe they are being clear, but messages are vague or incomplete. This leads to confusion, rework, and missed deadlines.

*Fix: Define what needs to be done, by when, and what success looks like.*

## 2. Avoidance of Difficult Conversations

Issues like underperformance and conflict are left unaddressed, allowing problems to escalate.

*Fix: Address issues directly using a structure—state the situation, explain the impact, and clarify expectations.*

## 3. Assumption-Based Communication

People assume others understand, but alignment is never verified.

*Fix: Replace assumptions with questions—confirm understanding and alignment.*

## 4. Information Overload

Too much information delivered poorly leads to confusion and slow decision-making.

*Fix: Lead with the key message, support with key points, and end with clear action.*

## 5. Inconsistent Leadership Communication

Mixed messages from leaders create confusion and reduce trust.

*Fix: Align leaders on key messages, expectations, and communication approach.*

## **Final Thought**

Most organisations don't have a people problem—they have a communication problem that shows up as a performance issue. Fix communication, and you unlock results.

If your organisation is facing communication challenges, consider a structured approach to improving leadership and team effectiveness. Reach out to explore how targeted training can help.

## **Contact Us**

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