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គោលនយោបាយការប្រាស្រ័យទាក់ទង

Communication Policy

2023

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1.About BSDA

Buddhism for Social Development Action (BSDA) is a local NGO which was established on the 5th of January 2005 by seven monks founder at Wat Nokor Bachey and registered with The Ministry of Interior on July 05, 2005. BSDA does not work for any political party or promotes the religion of its members.

IDENTITY:

BSDA is a community-based organization founded on the Buddhist principles of Métta to empower vulnerable people and to promote compassionate engagement in Social and Economic Development to contribute to the eradication of avoidable suffering.

CORE VALUES:

- **Serving the poor:** improving the livelihoods of poor families
- **Unity:** Building trust, honesty and respect for each other as a family.
- Democratic **Approach:** Promoting collective voice from community members, stakeholders and all levels of staff and engaging them in decision-making processes.
- Innovation: Providing a unique opportunity for people to develop their problem-solving through ICT and critical thinking.
- **Integrity and accountability:** In the management and use of aid; being accountable and transparent to communities, donors, and stakeholders.

VISION:

BSDA envisions a society where people are empowered to live independently and have livelihood security.

MISSION:

BSDA's mission is to empower and enhance the quality of life of vulnerable people, especially women, children and youth, through education, vocational training, social enterprise, good governance, livelihood and innovation programs, in partnership with others.

STRATEGIC CONCETRATIONS FOR NEXT 5 YEARS (2021-2025):

1. Integrated & Innovative Programming
2. Building strong relationships
3. Sustainable Livelihoods
4. Funding Sustainability
5. Continuing to learn and grow
6. Building staff capacity

2.Objective

Communication objectives are the goals and ideals that influence the ways an organization or individual communicates with local authorities, donors, employees or other stakeholders. By developing strategies for communication, workplaces can set and adhere to consistent standards for every interaction.

3.Introduction

Communication is a vital part of creating and maintaining a safe and efficient workplace environment.

Communication is the process of transmitting information from one person to another. It is the act of sharing of ideas, facts, opinions, thoughts, messages or emotions to other people, in and out the organization, with the use of the channel to create mutual understanding and confidence.

Communication is for internal and external organization include staff, management, boards, Donors, local authorities and others.

To achieve this, an organization needs to ensure that all staff are properly trained in the appropriate skills for their job. This training needs to be updated when necessary.

Interpersonal communication

Interpersonal communication is the way we communicate with others. It may be with another person, to a group of people or to the public. It includes written, verbal and non-verbal communication.

General

At BSDA, when communicating with others, take into consideration:

- who you are talking to,
- the type of information to be communicated (for example; confidential, good news/bad news, difficult technical information, instructions, general daily information), and
- what the most appropriate type of communication to use is (for example; verbal, email, memo, handover). This may be determined by the type of information to be communicated.

At all times staff need to be respectful and polite to one another and to clients. At no time should they raise their voice, swear, or speak in a manner that makes another person feel belittled.

Cultural awareness

BSDA aims to create a safe and culturally aware work environment.

- We need to recognise that people come from a variety of backgrounds and cultures and with them they bring a variety of different values, attitudes and beliefs.
- All staff need to be non judgemental, respectful and tolerant of each other's differences. When communicating with people from other backgrounds care needs to be taken to ensure that cultural differences in both verbal and nonverbal communication are considered.
- Professional development is provided to staff to assist in this process.

Disability support

BSDA aims to create a work environment that is safe and supportive of people with disabilities.

- Alternative methods of communication are maintained and developed when appropriate (for example; translators, voice recognition software, browser readers).
- Professional development is provided to staff to assist in this process.

Conflict resolution

See **Grievance Policy** in the Policies and Procedures Manual.

4.Routine Workplace Protocols

All organizations have rules for the transfer of information. Knowing how to use the different types of communication and following the correct procedures at BSDA helps to ensure that information goes to the correct place and person.

Communication can be internal or external or both. Internal communication is between staff at BSDA. External communication is between staff at BSDA and clients or other community members including the media.

At BSDA routine workplace protocols exist for:

- written communication (sending and receiving information), and
- verbal communication (giving and following instructions and messages).

5.Types of written communication used at BSDA include:

- email, letters and faxes (internal and external)
- forms, reports and memos (internal and external)
- minutes and agendas for meetings (internal)
- technical and procedural manuals (internal)
- workplace signs (internal)
- whiteboards and pin-up boards (internal)

Written communication is a vital part of communication at BSDA. BSDA recommends that written communication:

- is simple and easy to understand,
- is to the point and avoids unnecessary repetition,
- avoids too many technical terms, and
- avoids slang, offensive language and discriminatory, racist or sexist language.

Types of verbal communication at BSDA include:

- handovers (internal)
- telephone (internal and external)
- meetings (internal)

The way we speak to other people can make a difference to the way information is received. At BSDA verbal communication can be improved when:

- it is clear and concise,
- it is friendly and professional,
- appropriate feedback is given,
- active listening is used,

- there is an awareness of <u>non-verbal communication</u> styles, and
- there is an understanding of cultural differences.

The type of written and verbal communication you use at BSDA will depend on the area you work in and on your <u>job description</u>.

Communication hierarchy

In all organizations there is a correct line of communication. At BSDA the first line of communication is your immediate superior or line supervisor. The **BSDA organisational chart** will show you who your line supervisor is.

You can discuss any issues or concerns you may have with your line supervisor. Your supervisor may then either take your concern to the next level or you may be advised to do so.

If you go straight to the director or head of the company you will be advised to discuss the matter first with your supervisor.

6.Computer use

Within an organization there will be information that is sensitive and confidential in nature stored on the computer network. Most organizations have a confidentiality agreement that employees sign when they first join the company.

These agreements protect the privacy of their clients by ensuring that all staff will not pass on information of a personal or sensitive nature to any outside source.

One method of reducing any invasion of privacy is to issue staff with an ID number that gives them access to a particular level of computer access.

When using computers at BSDA:

- do not allow access to visitors to view information related to clients,
- file printed information in the appropriate place according to the departments protocols, and
- place information that is to be discarded into the locked confidential papers bins for shredding prior to being discarded.

Email
When writing emails:

- use polite and correct language,
- start with a greeting, for example "Dear Sok", until you know the person well enough to be able to address the email as "Hi Sok",
- explain yourself clearly,
- don't use abbreviations in emails; write all out in full, and
- end the email correctly saying "regards, Sok".

Remember that the person reading your email can't see you so they can't read your body language to see if you are joking, angry or serious.

Whiteboard
Whiteboards may be used to allocate daily duties, rooms, or jobs to staff members.

If a whiteboard is used in your area check that you know:

- what time the entries are put up on the board,
- how you will be notified if their are any changes, and
- what information you need to put on the whiteboard when you have completed a task.

Pin up board

Pin up boards may be used as a means of posting any notices about courses, organizational events or social events.

When using a pin up board, write the date that the notice is posted on the top of the notice and remove after two weeks

Handovers

Handovers are the verbal passing of information from one or more persons to the following shift of worker or workers.

Handovers made be also spoken into a tape which is then played to the next group of workers outlining events of the previous shift or of any information that it is considered important for them to know.

When doing handovers:

- make sure that all relevant information is passed on,
- check that the next person has understood everything by asking and answering questions,
- if using a tape recorder, speak clearly and check the recording, and
- don't rush.

Telephone use

Phones should be answered within four (4) rings.

- Give the name of the organization and then your own name and job role. For example:

  Good morning/afternoon, Sunset Bay Health Campus, general stores. This is Jane Smith.

  This helps people know they have dialed the correct organization, who they are speaking to and what your role in the organization is.

- Speak clearly and at a speed that enables people to understand you.
- Write any information down as you are listening as it is very easy to get off the phone and find you have forgotten who was speaking, a contact number for them and which information they wanted.
- End the telephone call with some kind of resolution for the person who rang, either get the person with whom they wish to speak, take a message for them, ask the person to ring back at a later time, or solve the issue yourself.

Taking messages

When you take a message for someone make sure you understand the message correctly.

- Repeat the information back to the sender to ensure that the information you have is correct.

- Ensure you have the time of the interaction, the message, the sender's details, name, phone number, email or address if necessary, so that the recipient can contact them.
- Give messages as soon as it is possible, as it may be something that requires urgent attention. If possible check back to be sure that the person received the message.

7.Forms

In a health care setting you may be required to complete forms. Each department may use a different set of forms. You must make sure that you know which forms to fill in, when you need to use forms and where to find the necessary forms.

When filling in a form:

- read the form carefully,
- fill in all the required details,
- only include necessary information,
- write clearly and simply,
- check that you have completed it properly, and
- send or give it to the appropriate person, or file in the appropriate place.

If you have difficulties filling in forms, ask a colleague or your supervisor for some help.

It can be useful to obtain copies of forms that have been filled in which you can keep and use to help you.

8.Changes to the guideline

As and when there is a need to amend or change anything in this guideline, the staffs shall discuss these issues in the staff meeting, reach a consensus and make suggestions for change to the Senior Management Team. After Senior Management Team agreement the suggested changes shall be put before the Board for approval. No amend mentor change to the guideline is effective without Board approval.

All provisions contrary to this policy shall be abrogated.

Signed on behalf of the Board

Mr. Kurt Bredenberg
Chairman of Board of Director of BSDA
Date 01/August/2023

Signed on behalf of the SMT and Staff

Ms. Chhon Srors
Executive Director of BSDA
Date 01/August/2023