

Four Ways Payroll, and the Whole Organization, Can Benefit from Good Communication

New Workshop Helps Payroll Practitioners Develop Much-Needed Communication Skills

TORONTO (August 17, 2016) – Communication, whether verbal or non-verbal, is a requirement for everyone, both personally and professionally. [The Canadian Payroll Association's](#) (CPA's) research has found that employers require their payroll staff to have good communication skills. This is because payroll professionals spend more time communicating with internal and external stakeholders than on many other tasks, according to the *2016 Hays Payroll Salary Guide*. *Robert Half Canada* also lists 'strong communication abilities' as one of the in-demand skills needed in today's competitive hiring environment. Because payroll constitutes the largest single expense of most organizations, employers can breathe a sigh of relief when they know payroll is communicating effectively with the whole organization.

To address this need, the CPA is introducing its newest seminar – [Communication for the Payroll Professional](#) – to provide payroll practitioners with the tools needed to enhance communication skills, both at home and on-the-job. Unlike other communication courses, [Communication for the Payroll Professional](#) is a highly interactive workshop-style seminar offering in-depth coaching using payroll-specific content. It is must-have learning for all payroll staff.

Here are four ways payroll practitioners, and in turn, the whole organization, can benefit from good communication (all taught as part of the CPA's newest seminar):

1. Clarify the Message

Payroll practitioners are knowledge-keepers. On top of understanding more than 200 legislative and regulatory requirements required for compliance, payroll needs to keep up-to-date on employment standards, taxable benefits and more. With so much information to convey, it is important for payroll practitioners to remain clear and concise in their message to ensure they are easily understood. Clarifying payroll's message also helps in tailoring organizational communication to different stakeholders: colleagues, management, or third-parties.

2. Influence Outcomes

Clear and concise communication is an important tool that can be used in negotiations, discussions, and proposals. Payroll in particular can utilize communication tactics when



negotiating agreements with vendors, when advocating for the payroll department in the broader framework of the organization, or even when trying to instruct colleagues to support the payroll function.

3. Delegate for Results

Working with others is a requirement of most jobs. Payroll practitioners can harness effective communication, both verbal and written, to encourage collaborative support in the workplace. When payroll practitioners learn to delegate work in a professional and effective manner to the appropriate people, great results can be achieved across the organization.

4. Develop EQ

EQ or emotional quotient, often thought of as the counterpart to IQ (intelligence quotient), measures the capacity of an individual to react to the thoughts, emotions and feelings of themselves and others. Did you know that listening is part of communication? Listening is a communication skill that is harder than it sounds, especially after a long day at the office. Payroll practitioners can develop EQ by training their listening skills, enabling them to know how to respond appropriately to situations that arise.

For a complete listing of seminar dates and for more information on the Canadian Payroll Association's [Professional Development Seminars](#), [Certification Programs](#) and [Benefits of Membership](#), visit payroll.ca / paie.ca.

The CPA also offers over 20 different [Professional Development Seminars](#) across Canada, for members and non-members in payroll, accounting, finance and human resources who recognize the value of professional development.

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About the Canadian Payroll Association:

Canada's 1.5 million employers rely on payroll practitioners to ensure the timely and accurate annual payment of \$901 billion in wages and taxable benefits, \$305 billion in statutory remittances to the federal and provincial governments, and \$169 billion in health and retirement benefits, while complying with more than 200 federal and provincial regulatory requirements. Since 1978, the Canadian Payroll Association has annually influenced the payroll compliance practices and processes of over 500,000 organizational payrolls. As the authoritative source of Canadian payroll compliance knowledge, the Canadian Payroll Association promotes payroll compliance through education and advocacy.

