

employees, but with colleagues, bosses and customers. While we can't find more time, we can find ways to use the time we have more effectively. Scheduling time in our day to attend to specific tasks based on how alert we are in the morning or afternoon, grouping like tasks together and using a planning tool to help keep tasks organized can be ways to stay on top of multiple responsibilities.

There are multiple distractions in any workplace. People – employees and customers – telephone calls, email, work-related crises and emergencies are just a few examples. Managers are often pulled in many directions which can be a barrier to effective communication with key audiences. Whenever engaging in important conversations, it is important to remove as many barriers as possible. Go into a private room, close the door, turn off the phone, face away from the computer and give the person you're communicating with your undivided attention.

Communication tools can be barriers for us if we don't know how to use them effectively. There are many tools at our disposal, including face-to-face meetings, written correspondence, email, telephone, social media. The proliferation of these tools can create problems themselves, of course. Computers break down. Social media consumes our time unnecessarily. Emails are ignored. Telephones go unanswered. One way of using tools most effectively is determining the preferences of those you interact with most

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CREATIVE, LOGICAL AND CRITICAL THINKING AS A BASIS OF MANAGER'S COMMUNICATION

In their daily and professional lives, managers make hundreds if not thousands of decisions. They decide what to wear, which road to take to work, what to eat, which phone calls to take, etc. In business, decisions have to be made about which product to promote, how to promote that product, who to hire, etc. All of these decisions require different ways of thinking, which can be creative, critical, logical thinking or their combination.

Creative thinking is defined as a way to look at and solve problems from a different perspective. This creative process allows manager to explore connections, meet new challenges and seek solutions that are unusual, original and fresh. It involves taking into consideration logic and reasoning. Someone in a

management position will need to use more critical thinking when making decisions that affect other people's jobs and processes, such as safety procedures. Creativity and confidence are expressed in many ways through both listening and communicating. This is why creative thinkers are good communicators.

Collaboration is also important for this kind of thinking, and good communication is essential for work performance as part of a team. If managers are looking for creative opportunity as a means of personal fulfillment, be aware they will find it in sometimes surprising places. Any job that allows managers to put their own spin on job performance could be creative.

For example, let's say that managers are presented with a new project that will require them to do things in a different way than they are accustomed to performing. This will require managers to deem in a various way to tackle this new project.

Creative thinking requires four main processes: openness; curiosity; invention; imagination.

Logical thinking is a process that involves moving from one related statement or thought to another. The first statements in logical thinking are called antecedents, and the later statements are consequents.

Logical thinking skills help managers improve themselves in many ways, for example, by forcing intellectual self-improvement because managers consider hard facts even when they assess their own performance. They also help manager become a better team player because managers are unlikely to let manager emotions, such as manager's ego.

The fact that critical thinking is primarily a skill, as opposed to a body of knowledge, is often acknowledged, but its implications are not always well thought out. Critical thinking also means that managers have to gather information from lots of different sources and people, so it can help improve managers' teamwork skills and research abilities. It can also help managers come up with new ideas.

Efficient and successful managers know how to think critically. That's because critical thinkers look beyond the basic information they're given, and look at things from different angles. They don't make decisions based on gut feelings. These qualities help an employee who is able to solve problems and tackle challenges in a logical way. Any manager makes hundreds of decisions a day. The only difference is in the quality of our critical thinking.

Top five critical thinking skills: collection of information; observation; conclusions; rationalization; reflectivity.

Finally, creative, logical and critical thinking is a basis of manager's communication.