

ETHICS COMMUNICATION

JULY 2026

NEGATIVE INTERNAL COMMUNICATION

Ques: What is Negative Internal Communication (Gossip, Rumours, Toxic behaviour, etc.)?

Ans: Negative internal communication refers to any communication inside an organisation that harms employee morale, trust, clarity or productivity. It isn't just "bad news" — it's communication that is poorly delivered, unclear, disrespectful or counterproductive, leading to confusion, conflict or disengagement.

Ques: What are the common examples of Negative Internal Communication?

Ans: Common forms of Negative Internal Communication are:

Lack of transparency:

- Withholding information or sharing it too late.

Unclear or contradictory messages:

- Causing confusion about expectations or priorities.

Blame-focused communication:

- Emphasising faults instead of solutions.

Disrespectful tone:

- Rude, dismissive or condescending messages.

Information overload:

- Flooding employees with too many messages or irrelevant details.

Silence or non-communication:

- Leaving employees unsure about changes, roles or decisions.

Gossip, rumours or informal backchanneling:

- Misinformation spreading due to poor official communication.

Micromanaging messages:

- Over-control that signals lack of trust.



Ques: What are the consequences of Negative Internal Communication?

Ans:

- Lower morale and motivation
- Higher stress and burnout
- Decreased productivity and efficiency
- Increased turnover or disengagement
- Damaged trust in leadership
- More conflicts or misunderstandings



You should report about such Negative Internal Communication in following manner;

In case you are an employee - Login to the website (SGC and ethicsline link) or by an email to ethicsline@gfl.co.in

In case you are any Stakeholder - Email to ethicsline@gfl.co.in

Please note that Employee and Stakeholder Grievance or Concern will be directed to the Chief Ethics Officer without disclosing their identity.