

Video calls most irritating form of workplace communication

28 March 2025

Almost a third (31%) of employees dislike using video calls at work, according to a new survey by workplace expert Acas.

Ahead of World Autism Day (2 April), Acas asked people which methods of communication with colleagues irritate them most.

One quarter (25%) said they found messaging apps such as Teams and Zoom irritating, 21% found phone calls irritating and 11% face-to-face conversations.

Some neurodivergent staff, such as autistic people, may have preferences on how they want to communicate.

Recent Acas research found that training of line managers was crucial to supporting neurodivergent staff, including tailored approaches to communication.

Acas is raising awareness of neurodiversity at work and recently published new advice to help employers create inclusive organisations

Acas Interim Chief Executive Dan Ellis said:

"The way we communicate at work can impact us all. Our survey reveals that most employees are fine with different types of communication, but it is clear that for some people a particular method is better.

"Some staff, such as neurodivergent workers, may prefer to communicate in a specific way. We know good communications are really important to business success. Clear communications are not just good for neurodivergent people but for everyone who wants clarity.

"The key for bosses is talking to staff to find out what works for them as well as the business, and finding solutions that encourage people to talk to each other most effectively."

Neurodiversity describes the natural differences in how people's brains behave and process information. As well as autism, other well-known types of neurodivergence include ADHD, dyslexia and dyspraxia.

Being inclusive and supporting neurodivergent staff can improve staff wellbeing, reduce absences and employee turnover, attract a wider range of staff, and help reduce the risk of disputes and legal claims.

Jodie Hill is Managing Partner at Thrive Law, a business that prioritises inclusion and support for its neurodivergent staff. She said:

"As a neurodivergent person, it's about feeling heard and valued in the workplace as an individual.

"The benefits of introducing reasonable adjustments for neurodivergent staff at Thrive has been overwhelming, particularly for me as a neurodivergent leader.

"Little things like communication styles and how we do meetings help everybody. It's about making the entire organisation inclusive for all, but particularly for those who are neurodivergent."

Acas research into supporting neurodivergent staff showed that transparent communications practices, such as accessible, jargon-free documents, can help encourage communication while helping tackle miscommunication.

[Read Acas advice on neurodiversity at work](#)

Media enquiries

[Contact the Acas press office](#)

Background notes

If you would like to request an interview with a neurodiversity workplace expert, please contact the Acas press office on 0330 109 3628 or email cbanks@acas.org.uk

1. Acas commissioned YouGov to poll employees in a representative sample of British businesses. The survey was carried out online and the total sample size was 1,052 employees in Great Britain. Fieldwork was undertaken between 16 to 24 January 2025. All figures, unless otherwise stated, are from YouGov Plc and have been weighted and are representative of British business size and region.

2. Participants were asked: Which 3, if any, of the following forms of communication with your work colleagues do you find irritating (that is you would prefer not to communicate in this way) (Please select up to 3 options)?

The results were:

- Speaking face-to-face 11%
- Phone calls 21%
- Video calls 31%
- Email 11%
- Messaging (for example, Teams, Zoom, group chats) 25%
- None of these 41%
- Don't know 2%

3. Acas has advice about [neurodiversity at work](#).

4. [Watch Acas's video 'What is neurodiversity?' on Youtube](#)

5. [Watch Acas's video on neurodiversity at work on Youtube](#)

6. [Neurodiversity at work: bridging research, practice and policy](#)