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Introduction

Effective communication is vital for efficient teamwork and for a productive amount of work to be produced. Communication is referred to as transferring information from one person to another. Communication is very important as it is mainly the idea of sharing opinions or relay information from one person to another. The benefits of communication skills enables a business to succeed. This report will expand on the idea of communication as a whole and within a business environment and its importance.

Communication is a fact of life, particularly in the workplace. Where teamwork, technology and remote work are increasingly commonplace. For a company to succeed, meet deadlines and exceed goals, strong communication systems and relationships must be in place when stress does not meet expectations of a relationship breakdown, morally distressed clients family health issues and a smaller bottom line Become a chronic problem at work , poor communication might be at the source of the issue.

Verbal and non-verbal are types of communication. Multiple communication forms benefits the way a service is provided through a business; the way colleagues cooperate with each other. Businesses use different forms of communication to converse with each other (employee) or with clients/ customers through emails, phone calls, letters or text ect.

Verbal and non verbal communication are the two types of communications they have multiple aspects that differentiate them. Both types help in building a better relationship. Performance in any conversation is likely to succeed through listening and mutual understanding between the two parties. In any business situation where you communicate with others, practise the following skills. Communication is not limited to words; body language contributes as well. Body language is a gateway to comprehend someone's true feelings and intentions. Within a single conversation the different posture and movement indicate something e.g. touching someone's shoulder or hugging is a display of sympathy.

Non verbal communication does not involve words or speech. Types non verbal facial expressions, body movement and posture, gestures, eye contact, touch, non threatening body language and voice/tone.

Body movement and Posture, movement that make, give messages to others about how you're feeling. Body movement and Posture have two types close and open. Close and open body language are a spectrum of how comfortable a person is with you. If close body language is displayed such as folding arm, crossed leg, tensed posture and lack of eye contact it is most likely the person is uncomfortable in social interactions or unwilling to social interactions. Open body language is eye contact, relaxed posture, not folding arms and slightly open legs. Displaying open body language shows how comfortable someone is in a social situation and won't mind social interactions.

An individual facial expression displays an infinite amount of emotion without using words or gestures, a person will unconsciously tell you how someone feels without knowing. e.g. A smile, forming a friendly connexion between them; eye contact typically indicates how interested a person is in a conversation, or how comfortable they are in social interactions. A lack of eye contact may possibly indicate how relaxed an individual is in a social situation. When a person is happy their eyes are getting wider; In Western society, the middle finger is very offensive, but in places like China it is not considered offensive; personal space, everyone has their own level of personal boundaries that people would like to expect and keep appropriate touching, certain types of touches that convey a message of empathy or sympathy toward. Inappropriate touch can make people uncomfortable or violated. Non-threatening body language, people may also give off negative body language, this may send a negative message to those around them, e.g. folded arms, looking away from the person talking or fiddling. It can be disrespectful when displaying this form of body language or showing a lack of interest.

Verbal communication

When successfully conducted, verbal communication can bring great rewards to your organisation, but when approached in the wrong way it can also be damaging for your business. The words you use are valuable but the way you articulate them is crucially significant in the use of positive language can encourage positive thinking and show potential in ideas being sold. The language used stresses positive alternatives, offers and actions.

With verbal communication the voice, tone, pitch, volume and pace will affect the way someone will engage with the conversation. Using appropriate language when directly speaking with a client will connect with them on a personal level. The same sentence can be expressed and interpreted in totally different ways, depending on how it is delivered.

Formal and informal information communication

Communication can be divided into both formal and informal. Formal is sophisticated language (proper speak). Formal language is conducted through controlled flow and effort for proper communication. In comparison to Informal communication flow freely from structure and colloquial. Informal language ranges in a diverse amount of topics because this informal language moves faster.

Communication in a business and how to use effectively

Communication is a vital asset for any business. effective communication is crucial in ensuring goals are met. As a business getting your point across successfully determined getting a deal or missing an opportunity; explaining policies and regulation to clients; answering client questions. Communication engages good rapport with staff and clients. Communication skills that businesses use:

active listening, understanding non-verbal signals, maintaining eye contact, assertiveness, being mindful of people's individual space, using positive body language, dealing with different points of view. These are used for building interpersonal relationships with clients as well as staff. Informal language in a work environment often called the 'grapevine'.

Ways in which businesses utilise communication effectively.

- Businesses should engage its workers in opening up meetings to promote the exchange of opinions
- The environment that is staged in an organisation needs to be receptive that employees can engage in organisation actively.
- The intent of emails is to communicate with employees and clients. This ensures safe and efficient ways to communicate with others without having a loss of information.

Bad interpersonal communications can lead to tension, misunderstanding of dissatisfaction and an extremely stressful atmosphere in which people are not driven to be efficient and are not encouraged to work together. This lack of motivation can then extend to the relationship between staff members and potential clients.

The theories of communication

Michael Argyle 's method. Micheal Argyle specialised interpersonal behaviour, social skills and body language, or non-verbal communication. However, Michael Argyle schemes, less complex than the 12-step communication method of Berner.

1. ideas occur (think about a certain topic)
2. message coded (think on how to deliver the subject)
3. message sent (you convey the message to the person or people)
4. message perceived (the other is thinking about the message)
5. message decoded (the person is thinking about responding to the message)
6. feedback that is understood (they respond to your message)

Argyle has found out that most people's gaze will shift away from the strangers during a discussion with a complete stranger. However there is never a loss of gaze with friends or close friends.

Bruce Tuckman

Bruce Tuckman studies and conducts community analysis. On the production and implementation of these. Bruce Tuckman indicates that groups are working together, they are going through a cycle, steps that have assisted in communicating the community effectively. The stage is called formation, storming, and standardising, performing , and adjourning. The stages forming, storming, norming, performing, adjourning

1. Forming

One party consists of strangers.

People in the community will try leadership among strangers

The strangers are about to start learning and exchanging knowledge.

2. Storming

People's characters will begin to conflict and fall apart creating tension among the community

When more people are confident and more about their character, there will be tension between the groups

3. Norming

After a while the stress within the community is decreasing. Its quiet

The community will have a mutual agreement whether it is a conscious or an unconscious decision.

4. Performing

It is overcome by the party without dispute

Team work is performed effectively. Groups support one another

5. Adjourning

If the group leaves they have accomplished a mission successfully

They will also sense the group 's accomplishment as they evolve and grow around their problems.

Poor communication in my workplace

In my workplace i have a example of bad communication and a bad recording of medication it happens when one of my colleague which didn't comprehend english very well had wrote 12:00am which when it was looked at was perceived as 13:00pm which the client suppose to get the medication hourly so because of poor communication the client has miss out on his medication so this was down to poor communication has after my colleague has handed over to me she didn't explain or show the the medication chart so my client has miss out on his medication.which he was not happy has he knows whenever his medication was due so when i explain the situation to him he was not happy and this resulted in a dissatisfied client which it all boils down to when working in a company .

An unhappy customer may be a sign of poor communication.Which the client was unhappy with the standard of care that the employee had given. The lack of efficient communication between employers has caused neglect of a client. Neglect can cause potential lawsuits against the company. Active communication enables trust to build within the company. For instance this situation the level of trust has been broken because the employee avoided telling someone about her mistake.Confidence goes out of the window, making working together difficult to meet deadlines, they tend to feel bad about results. This negative cycle prevents teams and companies from achieving their potential. When teams miss deadlines or meetings supervisors appear to be upset and anxious, but so do consumers. If your customer relied on telephone service to start before its grand opening and the construction

team missed the deadline. High workplace stress levels are a major indicator of communication issues because the employee failed to report her mistake, stress and tension was caused between the relationship of the employees and the clients as well. Poor communication may generate the impression that everything on your list is urgent, which causes you and others to rush, feel stressed, overworked and have little to no sense of humour. The key for this organisation to be successful is to implement a better system for foreign employees when it comes to communication. The key to a successful business is good communication between all individuals. On the other hand when poor communication is at the heart of the organisation this can have a devastating effect on the business as well as its employees.

Conclusion

In the above report you will see and read the importance of having good communication within the workplace and to manage the performance of running a good business. Communication is the key to a successful business. Communication leads to decision making and problem solving. The elements of carrying out a communication are sender and receiver. Making a decision is also enhanced with the help of a poor communication procedure. This report has also identified the role of society in effective communication within the company. Being able to manipulate and enhance your usage of communication skills will improve the outcome of a conversation. So the key to a successful business is good communication between all individuals. On the other hand when poor communication is at the heart of the organisation this can have a devastating effect on the business as well as its employees. A solid system of communication will effectively approach root problems or concerns an employee or client may have.

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