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Introduction

In every organisation a number of workforce available who continues the operations of that particular organisation. Large organisations have big number of staffs working whereas small organisations have small. But there is no organisation where only one person is working or will be working. As number of persons work within an organisation it is obvious that those persons should consider themselves as a team because they all are working for achieving the same goal. Sometimes the situation may be little different and the organisation might form number of teams by dividing the employees into several troop.

In that case that team may be going to serve any specific job for the organisation or may be going to accomplish any project for the organisation. The important thing is here to be able to adapt in a team and work as a team. Because while working in a team the thinking as an individual is meaningless and the person must think as a team and they have to put their best effort for their team success. This is actually known as effective team work as every person of the team is dedicated and highly determined to achieve the team objectives. In order to achieve team success another major issue is communication efficiency. This particular paper will have a thorough discussion about effective team work and communication so that team goals and objectives can be achieved successfully.

1. How well employers perform at communicating

According to the module it is suggested that this segment of the paper needs to use the real life experiences of some of my friend who are working with different organisation. Here, I would like to continue the discussion focusing four persons from different professions. That means I will be discussing four of my friends professional life communications with their employers and these four people are from four different professions. The four professions I want to introduce here are teaching, working in private banking sector, working in a manufacturing company and working in an insurance company. According to Ruets (2006) I believe all these professions are well known in every country of the world as these sectors are required in everywhere. Now, the discussion of my friends in these four different professions on how their employers ensure effective communication with them will be available in the following paragraphs.

Employers' communication in teaching: In is mentioned in the first paragraph that one of my friends is a teacher who is teaching in a school for last two years. As a teacher of that particular school the authority of that school is considered as the employers. As far as I know the communication followed there is a two way communication where the school authority can talk to the teachers directly and the teachers are also allowed to express their suggestions in front of everyone. O'Connor (2017) argued that both formal and informal communication is required in the school and when the formal communication is required the teachers are notified by the school authority by phone calls, email or sending a clerk. Generally formal communication is done in the meeting room where all the teachers will be available along with the authority. In that meeting the authority presents their proposals or instructions to the teacher and if the teachers have any objection or suggestion they can say that and the authority would not mind. In case of informal communication phone calls are used mostly for maintaining an informal and friendly relationship with all the teachers of the school. As the school is doing fine I guess the communication of a teacher's employer is quite effective.

Employers' communication in banking: In the introductory paragraph I also introduced one of my friends as a baker who is working with a private bank of my country for the last one year. My friend is working as a trainee officer in that particular bank. According to Smith and Mounter (2008) the descriptions of the communication of the management of the bank it is clear that the communication of the employer is more effective that the teaching one. We all know that banks

have several branches and in every branch there is branch manager who manages all the employees. That means the branch manager basically plays the role of the employer in my friend's office. In the banking sector a chain of command is followed where the branch manager gets the commands from the head office and communicates that information with the employees of the branch. In the bank there is a meeting room and whenever there is any information available to the manager to communicate with the staffs, manager informs all the employees to come to the meeting room via email or office memo. Then the manager communicates with the staffs accordingly. In case of personal communication like communication is necessary with single employees the manager calls that person in his desk and continues. In case of informal relationship maintenance with the staffs manager often talk to them directly, invite them in different programs and parties over phone or face to face talking. So it is clear that the communication of the employer is quite effective in banking too.

Employers' communication in manufacturing company: According to the introductory paragraph one of my friends is working in an international manufacturing company and he is working in the sales department of the company. Motschnig and Ryback (2010) said that in manufacturing organisation different departments perform the duties of different issues and a management board who makes the important decisions. There are several line managers who are accountable for their departments. Suppose the decision of the management of the company is to increase the sales by 10% within the next month and this information and the whole plan is to be communicated with the sales department of the company. Here the management will communicate the line manager of sales department and communicate the plan and requirements. After that the line manager of sales department will call a meeting and all the employees of sales department will gather in the meeting place and the manager will communicate the whole plan so that it can be implemented. Here managers mostly use face to face and two way communication. These are the process of formal communication but in case of informal communication employers often talk directly, over phone, email or office memo. According to the satisfaction level of my friend with his job it is clear that their communication is quite effective.

Employers' communication in insurance company: I have a friend who is working with a popular insurance company of the country for the last two years and I have seen him getting promotion and bonuses in several occasions. My friend described me about the communication

process his employer follows to communicate with all the employees. Generally insurance companies have different branches to cover the country and my friend is working the head office of the company. According to Goodman and Devet (2003) the major decisions are made in the board meeting where all the directors sit and take decisions. In the board meeting managers are also invited and it is the duty of the managers to communicate the decisions of the meeting with the employees who works in the field and office. Suppose the board decided to include another 10% of the capital portion to allow fir insurance so the manager will call a meeting with the office staffs and field workers who find clients and communicate the information and give target to the employees. That was the formal communication but the informal relations are also maintained in insurance industry and mostly employers communicate with emails and face to face. Generally the managers of different branches maintain a good relationship with office employees informally. But a span of control and chain of command is strictly followed here and it is also ensured that effective communication is established. This is why insurance is one of the most flourishing industry.

2. How workplace communication and performance of employers can be improved

The recent discussion is suggesting that the communication is quite well in every of my friends organisation but I believe there is still scopes of improvement there. That's why the following ways are given to improve the communication ad employers' performance.

Give attention to all employee: Kikoski (1998) argued that in the workplaces it is quite normal that the employers do not give priority to every employees rather the employees who holds big posts get higher attention and with low post get nothing. This situation demotivates the employees a lot and creates a situation that employees are facing discrimination in the workplace. As we all know that discrimination in workplace is a punishable offence in the eye of law. That's why employer should give attention to each and every employee so that their motivation boosts and the performance of both company and employer does the same.

Listen to employees properly: There are several employers who create a monopolistic situation in the work place and do not give much opportunity to the employees to present their suggestions. Eunson (2012) said that the employer should understand that these staffs face the

customers and they have direct communication with them and if these people are trying to say something that might be very relevant and connected to the customers. That's why the employers should listen to the staffs suggestions attentively and accept those if they are good for the organisation and reject if not. But the listening will enable effective communication performance of the company will get success by effective communication not one way communication or monopolistic situation in the workplace.

Maintain a friendly environment in the workplace: There are several successful companies where employees cannot enjoy a friendly environment where they can communicate effectively. Smith and Mounter (2008) suggested that if the employer creates a friendly environment then a lot of suggestions will be available from the employees who directly face the customers. At the same time in a friendly communicative environment employees do not hesitate to communicate with the employers about sharing their thoughts that can benefit the company. So it is quite clear that if a friendly communicative environment can be created in the workplace better ideas will be generated and company performance will be developed.

Maintain body movement in meetings: According to the discussions in the previous segment who have seen that meetings are universally used in every types of organisation. But McIntosh, Luecke and Davis (2008) said that the employers should create an environment in the meeting with their body movements so that staffs who are attending the meeting feel relaxed and present their suggestions without any hesitation. With a smiling face, proper eye contact and a soft tone of voice can help in this case. If this happens employee will not fear to present their suggestions that are more customer oriented and will help to enhance the performance of the company.

Conclusion

The four professions I introduced here are teaching, working in private banking sector, working in a manufacturing company and working in an insurance company. I believe all these professions are well known in every country of the world as these sectors are required in everywhere. The communication process of the employers in these four professions in both formal and informal are quite effective and the common way of formal communication is calling meeting with the executives of the company.

Although all the professions are experiencing effective communication there is a scope of further improvement in the communication channels of these companies. Four major issues are discussed as suggestions to execute even more effective communication in the workplace that will help the company to achieve more and more successes.

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