

Managing Communications, Knowledge and Information

Types of Communication

Pros and Cons of the some of the major types of communication

Internet and Emails	PROS	CONS
	Fast	Not everyone has internet access
	Quick Response	Message may be sent to persons who may not be intended
	Facilitates Mass Communication	Not everyone is computer literate
	Saves time and money	Message may be incorrectly interpreted
	Allows extended media (attachments)	Expression may not be clearly expressed (tone)
	Convenient	
	Closes Geography	

Memos	PROS	CONS
	It is a formal document	the receiver may not read it at the right time
	Can be kept on file and referred to easily	It can be misinterpreted
	Acts as a reminder for the receiver	If the matter is confidential it can be seen by the wrong eyes
	They are inexpensive to create	It eliminates valuable, non-verbal communication
	Delivery of memos is easy	The writer does not receive instant feedback

Telephone	PROS	CONS
	You get immediate feedback to things you say	The person must be available to take your telephone call
	You can call someone anywhere on the planet	You cannot see each other's body language so a lot of the non-verbal communication is lost
	Calls can be made 24 hours a day, 7 days a week	It is not easy to make a record of what is said during the call. Things might be forgotten or misinterpreted.
	Internal calls within a business are usually free of charge	You generally have to pay for every minute you spend on the call. In the case of mobile or overseas calls, that can be expensive.

Video Conferencing	PROS	CONS
	There is no need to spend time and money travelling to meetings	Quality Systems are not free
	Important meetings are shorter and more effective	No non-verbal communication
	You can see people as well as hear them. This means you can see their body language which you can't do with a telephone call.	Not everyone is computer literate If the hardware breaks down for any of the participants, they cannot 'attend' the meeting

Workshops and Training Events	PROS	CONS
	Improves Knowledge	Intimidation
	Improves work skills and etiquette	Lack of Confidence
	Motivates Employees	Company can measure the lack of work done
	Improves Communication	Costly
	Boosts Confidence	Time Consuming
	Improves Productivity	
	It encourages competitiveness	

