

Communication in the Workplace

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Communication is the interaction between people. Good communication in businesses means the business is likely to get further. Understanding is better created when teams and individuals are keen to communicate. For example, communication gets rid of chances of misunderstandings and misconceptions. If a business wants to achieve their objectives, they should create a good communication system between all people. Good communication can get higher levels of production and produces less production error. There is evidence to support the idea that daily communicating methods in a business space have made deadlines easier to get meet and created a positive time management space. There are different types of communication for example, there is internal; and external. Internal communication is between people in the same business whereas external is with people out the business. Both are important to practice especially for employees representing the business in a different setting. There is a level of communication called 'ethical communication' this is when information that is shared whilst communicating in a business atmosphere meets an acceptable standard. employees in a business should be aware that they should communicate within an ethical level. Unethical communication does sometimes happen. For example, there are times when employees may lie about having met deadlines or have told their other colleagues something that is not acceptable. This is an example of what not to do in the workplace as it will make communication amongst peers bad.

Any type of organisation in any field that wishes to go forward with a path properly should have a pre-set plan. To fit into the field to has chosen the company should understand the importance of planning. A pre-set plan means everything has been decided and talked about with all staff and it is agreed on. A carefully designed management strategy is one of the most key aspects for an organization as management process is an important aspect of the functioning of organisational and social systems. Especially in the modern-day environment, where complex technological and informational products are present and the coping with continuous change. [1]

A manager in charge of carrying out management tasks will always have to find suitable communication methods to make it easier to manage corporate activities, make and implement decisions, and implement partnership and cooperation agreements, alongside the growing list of other things. From a management point of view, communication is the process through which people are told what to do and managed so that there is more chance to achieve the greatest possible results. To communicate effectively, you must not only organise your thoughts and present them in an accessible manner, but also convey them in a way that will hold the receiver's attention. This means managers and staff alike must confirm that everyone is understanding their viewpoint and the argument they have been putting forward.

Communication allows members of the working team to interact with one another. It is how they can build their team and trust. Through thoughtful and effective communication, a manager should confidently be the first to build bridges amongst individuals of the organisation to make sure a togetherness is created. Organizational activities are correctly done thanks to communication. Communication is evidently the most important prospect. A competent and strong-willed manager would utilise communication to make it understandable to deliver. So, the recipients fully understand the message exactly how the manager envisions it. To receive the expected feedback things should be properly explained and if there are questions the message needs to be elaborated on. All these factors build the foundation of communication processes, and it is a situation of understanding, delivering, and interpreting. All this combined will allow individuals in a company to build interpersonal connections that are the foundation of effective management activities both internally and outside. Interpersonal connections are important in the environment of businesses.

[1]

Communication management, according to some writers, is a type of interpersonal leadership in which the manager of a workplace can practise their specialised powers such as forecasting, training, organisation, coordination, control, and assessment. The manager can organise work more efficiently and communicate more readily and easily with employees for they are aware of the importance of communication management. They need to have a starting point in making decisions and have a well-developed strategy to pursue if they want to make sure certain communication management boundaries are followed. [1]

When the three positions are analysed together, a common conclusion emerges: the necessity of communication in the workplace. Without communication in the workplace things would not work properly; there would be bad delivering of presenting ideas and methods and mislead interpretations amongst colleagues. Lack of communication may even prevent the company from fulfilling its full ability or even make prevent them from achieving their primary objectives. The worst case is that the lack of communication in the workplace makes more arguments than agreements to simply no communication means lack of production of work. It is important to remember that employees are the most valuable resource in the workplace, and how they actively contribute in achieving the objectives of the company that they work for is critical to achieving top management. The performance of the business is dependent on the strategy the employees of the workplace practice and their communication skills and management will be visible in what they produce. [1]

In general terms, communication inside a company:

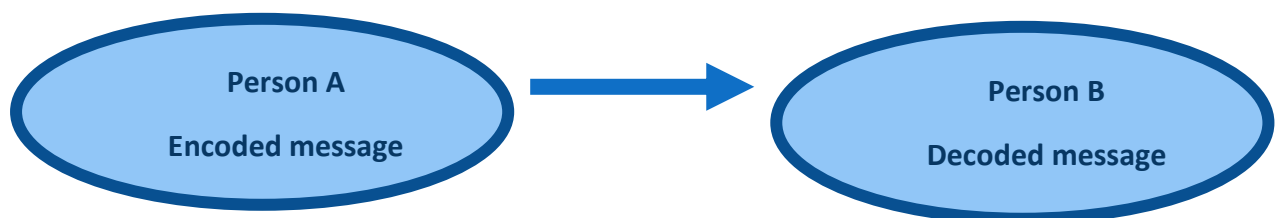
- Organizations that are users of the sharing of knowledge between managers and senior staff, as well as between employees in the same department, create job satisfaction and a path for better communication. A positive response or comment will always create positive consequences such as better work produce from employees, as it motivates employees to work more and makes them feel valuable to the workplace. Open communication and mindful communication helps to avoid problems and also resolves them far quicker. Even in the worst of situations, communication between staff should be kind and thoughtful. Employees build mutual respect when a problem is handled via conversation, which leads to their professional and personal development.

- increases productivity; efficient workplace communication is by far the most important criteria to the workplace, and this can determine the organization's success or failure. Managers and senior staff must be aware and properly explain the objectives that are to be fulfilled. They should be mindful of questions and queries and answer these by taking their time to make sure everyone in the room is confident with the laid-out strategy. As well as this they need to convey to employees the responsibilities and obligations that must be met and explaining why these are the case helps employees understand better. Employees should know their exact task they have been assigned and how to approach the given task and when this is clear it will result in higher productivity. In situations where senior staff such as managers hand a team leader the task and employees are to designate roles amongst themselves and think of strategy independently, managers should still hold meetings and check everything is okay.

- When issues and crisis and disagreements occur in the workplace, which is possible due to a lack of communication between employees, unnecessary delays in the daily routine occur. This is why issues should be resolved promptly with effective communication and without breaking staff apart. Issues which are ongoing will result in poor work produce, which leads to a decrease in total productivity. [1]

Making oneself heard in the way one wants to be heard is a crucial part of communication. This is especially the case when delivering important information between employees. Even if a receiver hears a sender, he or she may not grasp what the sender is trying to say. The frequent encoding and decoding of messages does not imply that he or she is a communication specialist. People's comprehension is a personal subject, and various people may understand messages differently which is why it is good practice to ask to re-literate speech in the work place. Communication has not occurred properly if the thought received is not the one intended; the sender has simply spoken or written for no reason with no positive outcome. [2]

Communication is key to the workplace, and it is important to have a strategy. For example, the linear model. The linear model is an example of why communication is dependent on those that receive the message. The linear model is often pointed out for not recognising feedback and there are several debates about this. It is a straight- line communication and is often found in mass communication e.g. newspapers. There is no immediate feedback in the linear model. Another example of communication is the interactive model. This model takes the linear model further and allows way for feedback. the encoded and decoded message is permitted feedback as messages can go two ways. The interactive model is used for things such as emails and calls etc. [2]



The Linear Model; a one way process.

Shannon Weaver Model [3]

The Shannon Weaver Model of Communication is a mathematical model for technical or machine communication, e.g telegraph and telephone. According to Shannon Weaver's concept, communication is successful if the channel has no changing or noise-producing factors and is heard.

Linear Model of communication [3]

In a linear model, communication is viewed as a one-way process in which the sender is the only one who conveys the message, and the receiver does not respond or provide feedback. In the presence of noise, the message signal is decoded and transferred through the channel. In a linear communication model, the sender is more prominent. Shannon and Weaver created the linear model, which was eventually adapted by David Berlo into the SMCR (Source, Message, Channel, Receiver) Model of Communication. The linear model is used in mass communication, such as television and radio and telegraph. This approach is not able to be applied to general human communication since communication between humans requires feedback and replies.

After encoding, the sender is the one who sends the message to the recipient.

The process of turning a message into codes that are compatible with the channel and is able to be interpreted by the receiver is known as encoding.

Decoding is the process of turning an encoded message into a language that the recipient can understand.

The information transmitted from the sender to the receiver is called to as the message.

The medium through which the communication is transmitted to is called the channel.

The receiver is the person who receives the message after it has been decoded.

Noise refers to interruptions in the communication process, this might be in the channel or in the message's understanding. [3]

Linear Model Criticisms

Communication is assumed to have a beginning and an end in the model; therefore, it is not continuous and it is only one way.

There is no idea of feedback, making it ineffective for direct human contact and limited to mass media such as newspapers and television and telegraph. There is no method by which a person can know whether the communication was successful because the recipient cannot contact the sender back to say that they received the message.

Because the audience is also a participant, human communication is generally circular rather than in sequence.

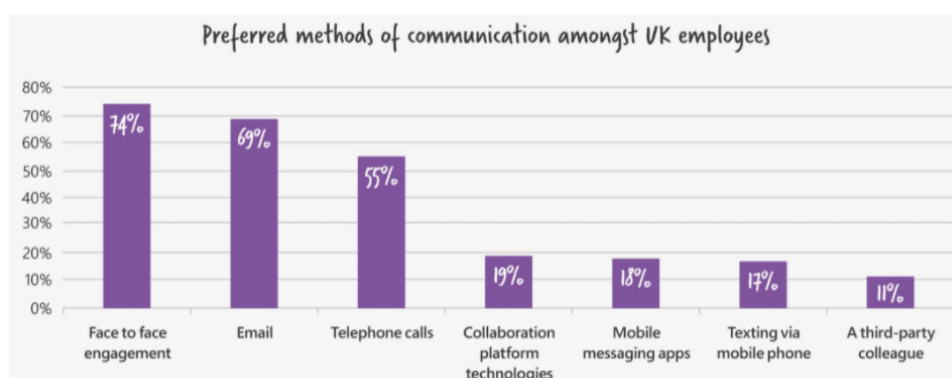
It is possible that communication will not take place in turn, or that there might be more than one message that is sent at the same time.

The sender must be capable of encoding, and the receiver must be capable of decoding and if this is not the case the whole method of communication fails.

The theory is less relevant in electronic communication and the internet, as it is unclear where anything is coming from and whom.

[3]

Face to face communication has always been the most preferred method of communication as there is more chances of understanding and clarity in this way. Below is results from a survey where staff were asked on their preferred method of communication to which most said they like face-to-face engagement the best.



[Communication is a real problem for UK workers and their companies \(microsoft.com\)](https://www.microsoft.com/en-gb/news/story/communication-is-a-real-problem-for-uk-workers-and-their-companies)

References

- [1] [\(PDF\) COMMUNICATION IN THE WORKPLACE: GUIDELINES FOR IMPROVING EFFECTIVENESS \(researchgate.net\)](#)
- [2] [\(PDF\) The Role of Communication in Enhancing Work Effectiveness of an Organization \(researchgate.net\)](#)
- [3] [Linear Model of Communication - Businesstopia](#)