

Communication in work place

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Introduction

Communication has become one of the most important aspects of today's workplace. Communicating your point is very much important at any workplace. It helps improving the quality of team work being done. Everybody has their own way of communicating their thoughts and the feelings to the people related to them (Pouliot et al, 2016). A Person needs to communicate their feelings to their family to keep the bond strong and communicate their view points in the work place to make their thoughts clear to the colleagues. Communication in the workplace is one of the most important parts of the organizational culture and is very important for well being of the company as well as morale of employees in the company. Clear and efficient communication style must be used by the employees and management to make things work between them (Bonaccio et al, 2016). In most of work settings problems arise due to lack of proper communication skills. It is very important for employees to have the ability to communicate their viewpoint efficiently. Latest studies about the success in any organization emphasize on the communication styles being followed in any firm (Williams, 2013). According to the researchers the communication patterns followed in any organization relate to their success in the market very much. If communication is not very efficient in the organization, many tasks and orders might remain untouched because they are not communicated to the employees in an understandable manner. Feedback if not communicated properly might not prove to be useful tool in grooming the workforce (Haslam et al, 2014). In most of the organizations, communication is done in hierarchical patterns. The orders are passed by the management and it is transferred through proper communication to the employees through trickledown effect. Any loop hole in the communication at any stage affects the organization at all stages (Herring et al, 2013). Similarly if the employees are not communicating with each other in pleasant mood and

tone, the work place environment is also affected. If the workplace environment is not very pleasant and is tense then there are chances that the working capabilities of the employees in an organization might get affected. This study is focused on the communication in any workplace environment, its efficiency and how it affects the employees and the organization itself (Bergman et al, 2016).

As the study is focused on the workplace and how communication takes place in there, for this purpose some participants have been selected for this study. These people are working in some firm or organization and they take part in office communication on daily basis. The purpose of selecting this sample population is that because they are experiencing the phenomenon under study on daily basis and can help in reaching the actual problem and the solution to it. They provide answers to the questions based on their personal experiences in office or other workplace environment.

Communication affects working of the individuals as well as the overall performance of any organization. In this regard it is very important to find the correct way of communication that needs to be implemented in the firms so that their work efficiency is improved. Similarly the weak communication patterns may affect psychological and mental well being of the employees working there. Communication done in the right way is very crucial to the success of any organization operating in the market (Dell et al, 2016).

Literature Review

Communication in any work place refers to the process by which the employees and management transfer the information they have to the fellow worker within any working environment. Communication can take place both verbally and non-verbally. There can be a

number of people working in any office setting. Their ethnicity and cultures may be different from each other. They may find it difficult to communicate their ideas and thoughts to the colleagues because of the barriers between them (Haslam et al, 2014). Problems like this effect the communication in any workplace environment. These kinds of restraints may also affect working of the organization in broader context. Effective communication in any workplace relates to the success of the firm in the market. It improves both the capabilities of the employees and the production of the firm (Dell et al, 2016).

Another very important reason for the effective communication is that as there are people from different backgrounds working at a place, there may be a number of ideas and innovative themes that may generate due to their different mindsets. If all of the ideas are communicated well in the environment, the management can make use of them by incorporating them in their business and thus enriching the produced services (Pouliot et al, 2016).

The way people communicate their information to the other people is also very important. All of us have different levels of understanding of these communicated ideas. Some of us may find it easy to grab the idea if it is represented through graphs and other may find it effective if the same information is delivered through verbal cues (Herring et al, 2013). Similarly in the workplace where there are people with a number of different backgrounds, the method through which anyone is going to communicate the idea must be selected very carefully. If the selected method is appropriate the employees and management would not face any problem in understating the ideas delivered (Williams, 2013).

The content of communication is another very important aspect of the effective communication. If the communicated idea is delivered through the use of too much details and

irrelevant information, recipient may find it difficult to grab the crux of the theme. The amount of information provided in the communicated material should be relevant to the topic that is under consideration (Ly, 2016). If the content is not related to the topic, people find it useless. Similarly there should not be very much content to be delivered in one session. The people, who are supposed to be acting upon the orders delivered, may find it hard to act upon it. According to the research, the use of jargon and formal communication at the workplace should not be preferred (Bonaccio et al, 2016).

In case of formal communication in the workplace people are very much offended if they are called upon by their seniors very often. Likewise less frequency of the communication session might also affect the working capabilities (Haslam et al, 2014). Frequency of the formal sessions of communication in any organization must be monitored very keenly to improve the working capabilities of employees. If the information to the employees is forwarded again and again, they feel like spammed and find it difficult to act upon the orders (Herring et al, 2013). A suitable balance must be calculated by the management so that the individuals' may not be spammed with the work related communication messages. It is also advised that the information that needs to be passed on to the employees must not be kept secret until the last hour. The employees must be provided with the information before time. In this way the employees stay objected towards their goal (DuBrin, 2013).

Informal communication is as important in the workplace as formal communication. Informal communication here is taken in the meanings of the communication for the ideas that are beyond the scheduled meetings and conferences. Employees at the workplace must be motivated to help their fellow in the projects so that a number of new ideas can be generated. It

would also be helpful in generating pleasant and helpful environment in the workplace (Ly, 2016).

Psychologists and researchers have shortlisted a number of barriers that are found to be affecting the effective communication in the workplace. The management of the organization must be looking for them in order to prevent the barriers to affect their working environment. The barriers are usually the cultural backgrounds of the employees, the language barriers, jealousy at the workplace, emotional barriers, barriers related to the perception and the work stress. All of the issues can be resolved with little efforts of the employees (Timm, 2015).

Technology has made communication at work place easier. Workers can build small private chat groups to keep each other updated with the activities at the workplace and communicate while handling a group task. The use of social media websites and instant messaging can be helpful. Studies also suggest that these kinds of platforms may not be very helpful if not used properly (DuBrin, 2013). A central portal can be helpful in recording the activities of the employees over the internet. For proper communication at the workplace more importance should be given to the employees training and their mental health. If the mental health of the employees is stable and they are trained efficiently to communicate with their fellows, the goal of effective communication within an organization can be achieved (Pouliot et al, 2016).

Although there are many researches conducted but none of those are actually addressing the issue that the organizations are lacking in order to make their communication effective or how much the firm should be investing in communication. Many of the studies are actually helpful in providing the answers to the question of how to make communication effective at the

workplace. Techniques and training methods shortlisted by the researches are very helpful in increasing the effectiveness of the communication in any working environment. Importance of communication is however highlighted by almost all of the researches done in this area (Herring et al, 2013).

Methodology

Methodology is defined as the procedure one is opting to carry out the research. There are usually two types of research methodology used for the purpose. They are quantitative research and the qualitative research. Qualitative researches are the primary research method that is used to get an explanation of the problem and find the root cause. Usually unstructured interviews or case studies are used for the purpose of qualitative research. Qualitative research is also known as exploratory research (Taylor et al, 2015). Quantitative researches are usually secondary researches and they are more revolted with the figures and facts. Where qualitative research deals with the opinions of other, quantitative research focuses on the frequency of the opinions. Qualitative researches make use of specific population and that is less in number. Result findings are given in the form of qualitative statements. The use of figures and numerical results are usually not involved. For quantitative researches statistical procedures are applied (Glesne, 2015).

For the purpose of this research qualitative method of research is being followed. The purpose of choosing the qualitative method is that number of participants involved is small (Taylor et al, 2015). Only those people have been chosen who are involved in communication within a workplace. Additionally the findings of interest are in the form of opinions and statements of the participants. This research will not require to make use of the structured

questionnaires rather semi structured or unstructured interviews will be sufficient to collect the data. There are a number of types for the qualitative research that can be used by the researchers. The types of the qualitative research include grounded theory, narratives, case study or phenomenology. Grounded theory is intended to provide the theory or the description behind a specific event or the activity performed. Ethnography is another type of qualitative research that makes use of the qualitative data and looks deep in the participant and get involve with them to find the answer. Phenomenology on the other hand makes use of a combination of many ways to collect data. The combination usually consists of the archives, interviews data or the narratives already present related to the topic of the research (Taylor et al, 2015).

Sample selected for the purpose of this study are the people who are related to the workplace environment in somehow. They can be the part of the management team or the part of the employees in an organization. The people who are related to the workplace environment are efficient at describing at what goes inside of any workplace and how the communication is performed efficiently. A number of the people were interviewed to collect the data. Eliaf is the pharmacy manager at a pharmaceutical company where he has to deal with a lot of people every day. The interview is discussed in the discussion section.

Interview of the person was conducted in a calm environment to ensure that the person is comfortable and has no issues in communicating his viewpoint. Consent of the interviewee was taken before the commencement of the interview and was asked to provide the factual information only. Semi structured interview techniques was used. A set of eight questions was asked.

Analysis and Findings

Interview conducted with the people selected for this research helped in generating a number of themes that are helpful in analyzing the issues related to the communication at the workplace. The basic themes this research has identified are the ways people use to communicate at the workplace, what affects the efficiency of the communication in a work place how important is for them to communicate well at the office, how frequently does they communicate, what issue they face if ever the communication fails, how they make use of the social media to communicate with the fellows.

People at the workplace usually make use of the phones calls, emails or the written notes to communicate with their fellow employees. They find it easy to communicate through phone call rather emails when they have to communicate with someone outside of the office. Making use of notes to transfer the important information to the person next in the shift is also common (Bonaccio et al, 2016). When asked about the preference for the method of communication one of our interviewee who was working as the manager said that *'I prefer emails or phone call'*. Emails and phone calls are the most used method for communication.

Efficiency of the communication at the workplace is affected by many reasons according to the interview. The most important of them is the lack of computer knowledge. As this the era of computer and almost every task is done making use of the computer so it is very important to make sure that the employees we are hiring are good at computer skills (Haslam et al, 2014). One of the participant of the study said, *'computer skills can cause a delay or no communication to occur'*. Similarly people who have no sense of responsibility or lack the skill of urgency may also affect the communication cycle within an organization. Urgency, sense of responsibility and the lack of computer knowledge as whole affects the communication.

Everyone may have their own way of defining the lack communication. For some people the lack of effective communication at workplace can be the inability of the person to communicate his ideas with his fellow colleagues. For other it may be the inability of individual to correspond to a specific situation with the right kind of emotions (Williams, 2013). The results of the interviews conducted with the participants reflected on almost all of the mentioned domains. Some of the participants also suggested that the inability of the person to communicate what he has already done for one task reflect the ineffectiveness of the communication. One of the participants among our sample reflected to the question in the following way, *'When someone is working on something and leaves and does not tell anyone what is going on with it and does not finish a task, and then someone else comes and starts all over with it because there were no notes left on what was going on with the task and how far they got'*. The results and the analysis of the data showed that the people working at different settings in an organization have their own way of defining the lack of ineffective communication. This depends on the work they are dealing with.

The set of the questions asked in the interview also included the question regarding the viewpoint of the people in terms of the importance of the social media in communication. We are living in the time of technology where almost everything is done using internet or the computer devices. The answers of these questions showed mixed reactions from the participants. Many of them believed that the communication at the workplace is effected in the negative way if we allow the people to use the social media sites. The reason behind is that people spend more time in surfing web rather doing the work chores (Pouliot et al, 2016). Other people believed that the social media has provided them with an extra platform through which they can ensure ha the communication in done efficiently in the workplace. One of the participants responded to the

query in the following manner, *'I believe social media does change the way we communicate. Now with twitter and facebook people can constantly communicate with others. This allows people to express themselves more often and to a wide audience. Although sometimes I think that the increase in social media has made people forget how to interact with people in real life and have conversations'*.

The analysis of the findings showed that the people are aware of the importance of the effective communication at the workplace. They also make sure that they communicate well with their fellow employees. The most widely used method of the communication remains email and the phone calls regardless of the introduction of the social media websites (Williams, 2013). Additionally the people defined the lack of communication among the individuals solely on the basis of the type of the work they are dealing with. The analysis showed that there are a variety of patterns that can be traced within one area of the communication in a workplace.

Suggestions for future studies

There is a lot of work already done on the topic of communication in the workplace. All of the studies are focused on the ways to generate new techniques to improve the working of employees in the workplace and finding the patterns that may be effecting the communication. Almost all of the studies are qualitative in nature (Bonaccio et al, 2016). The researchers should be focusing on the quantitative method of research to find out about the number of companies and the employees that are affected due to the lack of communication at the workplace. In this way there could be some targeted techniques that can be helpful in reducing the number in specific (Haslam et al, 2014).

Limitations of the Study

Though the focus was to assess every aspect related to the area of study yet there are some of the issues that are still out of reach due to the limitations. They are as follow.

- Interviews have been conducted with people who belong to the working class of the company. It was not possible to interview the CEO and the higher authorities in the organization. They may have different approach towards the communication in the workplace.
- People may have sugar coated their answers as one cannot confirm that whether the people who have answered us provided us with the real content or not.
- The biasness of the interviewee and the interviewer cannot be ignored at any position in the research studies.

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