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Reflective Analysis of Communication Methods

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Reflective Analysis of Communication Methods

The paper will be reflecting on the communication methods that I had learned from the course and how I have implemented on them. Furthermore, I will also be making certain to describe how I believe I have been doing so far regarding the communication method. The main idea behind doing this reflective essay is for me to understand that how my communication skills have turned out and if they are the right kind for a manager in an organisation.

I have always believed that rather than having just communication, having a healthy communication is significant in any relationship; whether it is in a personal relationship or a professional relationship. It is the professional relationship that plays a more significant role in a person's life. The right kind of communication plays a significant role in the workplace as it helps both the employers and employees to understand each other. From what I have understood from the course, a communication process has six parts which are context, encoder, message, medium, decoder, and feedback (Dozier, Grunig, & Grunig, 2013). All these six parts play a significant part, which I understood when an assignment was being done by most of the staff (including me) and each part of communication process was being utilised in order to get the message to the decoder and then get the feedback as well. The communication patterns that take place in an organisation are upward communication, and downward communication. The upward communication allows the management to pass decisions to the employees, and downward communication allows the employees to pass their feedback to the management. I believe that in any organisation, this is a significant aspect as personally, I have experienced this and it has helped me a lot during my working

years. I was able to talk to my senior management in a way that they understood what I was trying to tell them.

I believe communication is an important part of the business process because it allows the decision making process to flow easily and let the management and employees know views about each other. In a business process, communication is important as well because it helps in controlling process which is the control of organisational member's behaviour in diverse ways. One of the key aspects that I have acquired is understanding that communication principles are applied on a set of certain factors that should be taken care of. These principles are knowing the audience, knowing the purpose of the communication, knowing the topic, and so on. The main components on which the organisational communication rests are sending, receiving, and feedback (Goetsch, & Davis, 2014). It is important these three factors are functioning in the right way, as disturbance even in one process can lead to understanding the entire communication message in the wrong form. I have personally experienced this disturbance, when I understood a message in the wrong form and it led to the entire work being done in the wrong way. It was during this time, I realised that understanding the message properly was significant and if there is any issue in understanding the message, then help should be taken from a senior person.

For a manager, it is important that communication takes place in a language that is understood by everyone that is part of the process. If at one stage, the language differs, there are high chances that the context of the message will not be understood in the right way. I believe that for a manager, it is important that content of language is the same for everyone involved in the communication process as it makes the work of the manager

easier and he doesn't have to become an interpreter for people who are using a language that is diverse than the one chosen to communicate.

Emotional intelligence in the workplace can affect the way an individual performs. It is important every individual working the organisation have their emotions in place and do not let it affect their work performance. There are 4 models of emotional intelligence which are perceiving emotion, using emotions to facilitate thought, understanding emotions, and managing emotions. I believe working on these 4 models of emotion significantly improves communication as then the focus remains on the message that has to be communicated and it is not influenced by any kind of emotions (Ting-Toomey, & Chung, 2012). The factors that are required for successful communication are that the message should be understood by the decoder, the feedback should be provided, and then the message should be understood by both the parties in the proper way.

My own communication style, I believe, is that there should be clear message sent and received between the two parties. I make sure that the other party has understood the message that I have sent and there are no issues with it. Most of the time, I communicate with my subordinates through emails; and at the end of each email I make sure to write that feedback is required on it. This way, I get to know whether the other party has understood my message or not. Secondly, once the feedback is received, I then check with the party after every 4-5 days regarding the work that I had told them to do. This allows me to have an update on the work as well as give me an insight view of how the employees are carrying out the task.

There are various reasons why communication fails; the major reason being that either the encoder was not clear in conveying his message or the decoder did not

understand the core concept of the message. This is why I believe in getting the communication “right first time”. This can be done by rechecking in the first step itself if both the parties are on the same page regarding the context of the communication or not. The intended messages should be received in the correct format and manner, which is the only way to ensure that the receiving party is getting the message right. The personal and organisational factors that prevent communication from taking place are many. The personal factor can be the lack of focus on the receiver’s part of not understanding the message thoroughly (Robbins, et.al, 2013). The organisational factor is that while the communication was taking place, some kind of unwanted situation took place which led to the message not being understood completely.

I believe the importance of verbal communication should be given high priority. This is because the impact that a verbal communication can have on organisational settings, the same cannot be achieved in non-verbal communication. In a verbal communication, the understanding and misunderstandings, all are cleared at that minute itself. Through verbal communication, the message is understood “right first time”. However, the consequences of not understanding the message the “right first time” can lead to more misunderstanding between the employees.

The non-verbal communication basically deals with the body language, facial expressions, and eye contact. The importance of non-verbal communication in an organisation is that employers tend to judge their employees through their body language, if they have understood the communication aspect or not (Miller, 2014). The basic patterns as discussed above are body language, facial expressions, and eye contact. I would notice my employees’ body language and facial expressions in order to understand if they are

understanding what I'm trying to convey. Their constant eye contact will help me knowing that they have gotten my meaning clearly.

I think argument, persuasion, and influence are factors that management would usually utilise when they are observing that their employees are not working to their full potential. If I am faced with such a situation, I would try to influence my employees in to performing properly and make certain that they are working to their true potential. The persuasion aspect would come next as that would be pressurising the individuals (Voinea, et.al, 2015). Argument, I tend to avoid as employees' tend to close themselves when arguing with their bosses.

Organisation-wide communication is a significant matter for management as in this they have to make certain that they are able to convey their message to the entire organisation, and on top of that every individual understands it properly. Getting this right is important because it would help the management in knowing that everyone is on the same page.

Communication in contemporary organisations is significant because in these types of organisations, individuals tend to use modern method of communication which is why the management must remain up-to-date with its employees. These modern methods are emails or through other forms of technological mediums.

The managerial writing strategies mostly comprise of tools that should be provided to managers in order to be able to communicate with their employees.

Managers must make certain that they are listening to their employees intently because through this medium, they are getting first-hand review of their employees' views which is extremely significant for a manager.

Interpersonal communication strategies are significant because it helps employees in getting together and achieving a common objective more quickly. Furthermore, this also builds trusts among them.

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