

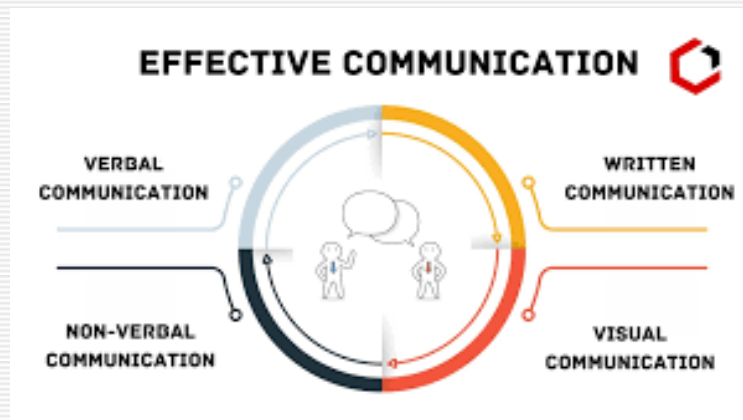
EFFECTIVE COMMUNICATION IN THE WORKPLACE

INTRODUCTION

Communication is “the transfer of information between individuals or groups of individuals by human and technical means”, the individual also communicates at two fundamental levels i.e., within the self (intra-personal) and without the self (inter-personal). Good communication is an essential tool in achieving productivity and maintaining strong working relationships at all levels of an organization. Employers who invest time and energy into delivering clear lines of communication will rapidly build trust among employees, leading to increase in productivity, output, and morale in general, meanwhile, employees who communicate effectively with colleagues, managers and customers are always valuable assets to an organization.

Effective communication in the workplace is an integral part of an efficient and successful business, it ensures everyone understands their duties and responsibilities as well as helps to build quality clients, employee relationships and keeps employees engaged and productive.

Workplace communication can be described as communication within the organization between the employees and employers, to get the job done and meet set out objectives within the organization. Communication can be divided into five distinct types: verbal communication, non-verbal communication, written communication, visual communication and listening



- Verbal communication is face to face communication, it is a type of communication that involve the use of words and use of speech to convey messages.
- Non-verbal communication includes voice tone, facial expressions, and postures.
- Written communication is a form of communication which involves writing of messages, letters and memos within an organization.
- Visual communication includes photocopy, videos and films.
- Listening is the ability to pay attention when others speak and it is very vital to effective communication.

When employers and employees apply the above principles of effective communication, it affects the organization positively.

Communication is an essential skill in the workplace because it is the starting point not only for relationship with colleagues, but also in establishing work goals and expectation. Effective workplace communication is about making that connection with others in your organization and creating an environment where everyone feels included and heard, it's about

communicating in a way that allows your team to accomplish its goals and make progress. Communication in the workplace is vital for companies to work efficiently and be productive. Employees experience increased morale, productivity, and commitment if they can communicate all through the company's communication chain.

Clear, effective workplace communication can:

- Boost employee engagement and belonging
- Encourage teamwork.
- Increase productivity
- Build a healthy workplace and organizational culture.
- Reduce conflicts
- Increase retention.
- Promote a non- threatening environment
- Reduce misunderstanding
- Clear direction
- Increase respectfulness

SEVEN C'S OF EFFECTIVE COMMUNICATION IN A WORKPLACE



- Clarity - effective communication must be clear and very easy to understand by both the employees and employers.
- Correctness - when communicating, make use of correct tone and avoid offensive language.
- Conciseness - communication should be short and simple for the people you are communicating to understand the message well.
- Concreteness - communication should be specific.
- Completeness - when communicating your message, make sure you give all your user all the right information.
- Consideration - communication always keep your audience views in mind when formulating your messages.
- Courtesy - communication should be polite, friendly, and written in a professional manner.

SIGNIFICANCE OF EFFECTIVE COMMUNICATION IN A WORKPLACE

1. It encourages team spirit, that is the feeling of loyalty and positive psychology among employees of an organization.
2. It promotes strong management structure and the ability of the management team to delegate tasks, resolve conflicts amicably, motivate and build cordial relationships among employees.
3. It encourages growth of the organization. Increase in clientele is what every organization wishes for, any growth project relies on how the management can communicate new ideas effectively to all members of the team.
4. It gives people the opportunity to share their opinions in an organization setting during a gathering among staff and management.
5. It encourages innovation among the employees such that there is liberty to communicate new ideas without any fear or intimidation by the employees and this will go a long way in aiding the growth of an organization.
6. It helps in receiving feedback and meaningful response to idea or work

CONCLUSION

Having effective communication in a workplace will increase productivity, oneness, and morale of the employees in an organization. Making use of the right communication tools will positively affect the growth of the organization, such tools include email, text messages, calls, video conferences, intercom, telephone calls, etc.

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