



# 3-1 Discussion: Organizational Communication

Identify 1 to 2 communication process(es) between individuals and within organizations from your readings so far in this course. Are all communication processes equal? How would one communication process work better than the other? Be sure to back your reasoning with text material or outside research.

In response to your peers, do you agree or disagree with the process they suggested for their example? Why or why not? Give specific examples to support your stance.

To complete this assignment, review the [Discussion Rubric](#) document.

## Rubrics

[Discussion Rubric: Undergraduate](#)

[Start a New Thread](#)

Sort by:

Filter by: [All Threads](#)

[Least Recent Activity](#)

## Organizational Communication

Christine Tetreault posted Jul 13, 2020 11:54 AM [★ Subscribe](#)

The communication process, according to Sanchez (n.d.), “is made up of four key components. Those components include encoding, medium of transmission, decoding, and feedback.” (para. 4). Whether it is jargon specific to the company, or general messages, communication needs to be clear, and begins with the sender and ends with the receiver. Having a clear, easily understandable message is paramount to communication. Also, information overload can confuse the message.

I think that the medium of transmission is one that can either help or hinder a message. For example, a text, or email cannot convey emotions. They are received based on the receivers' reading of them. Whereas, a telephone call or in-person relay of a message can be clearer. According to the reading of chapter 8, "John Kotter has an interesting anecdote that illustrates this problem. He asserts that the typical employee receives approximately 2,300,000 words or numbers communicated to him or her in a 3-month period." (Judge, 2013. Chapter 8 p. 75, para 3.). Because of this information overload, a message may be interpreted wrong or missed altogether.

The other aspect of communication that is important, to me, is feedback. "Feedback is a key component in the communication process because it allows the sender to evaluate the effectiveness of the message. Feedback ultimately provides an opportunity for the sender to take corrective action to clarify a misunderstood message." (Sanchez, n.d.). Using feedback can illustrate that the message was received and understood. I personally like feedback, whether negative or positive. It lets me know if I am understanding correctly. If there is a misunderstanding, it allows me to correct it before it becomes a big problem. Whether in my personal business, school, or life in general, feedback can help me to grow and develop a more well-rounded understanding of life.

In business, feedback can be a critical way to look at how the business's message is being received. From products to services, feedback can help a business to correct any problems and expand where things are going right. Feedback is also a way for others to review how the business handles or deals with customers. If you look at the reviews on a product on Amazon or a company website, they can give you an idea of how the general public feels about them. I read reviews for products before I purchase them, I also look at review for a restaurant or other service before using their service.

All communication is not equal, written and verbal can have very different responses and visuals can be confusing if not relayed properly. They depend on the receiver's interpretation of them. Written communication has no emotion, but in person or on the phone the emotion is easily understood.

The barriers to communication can influence the message being misunderstood, such as "the use of an inappropriate medium (channel), incorrect grammar, inflammatory words, words that conflict with body language, and technical jargon. Noise is also another common barrier. Noise can occur during any stage of the process. Noise essentially is anything that distorts a message by interfering with the communication process. Noise

can take many forms, including a radio playing in the background, another person trying to enter your conversation, and any other distractions that prevent the receiver from paying attention.” (Sanchez, n.d.).

Therefore, I feel that verbal communication is better. It is direct and questions can be asked and answered immediately. Having a clear communication process is important to any business, although there are times when written communication is faster or necessary, it should always be followed by verbal communication. “Rich communication channels are typically interactive and face-to-face, and they provide an abundance of contextualized information.” (Judge, 2013).

Chris

Judge, W. (11/2013). *FOCUSING ON ORGANIZATIONAL CHANGE*. [MBS Direct]. Retrieved from <https://mbsdirect.vitalsource.com/#/books/MBS1549164/>

Sanchez, N. (n.d.). Communication process. Retrieved from <https://web.njit.edu/~lipuma/352comproc/comproc.htm>

[^ less](#)

2  
Unread

2  
Replies

3  
Views

Last post **yesterday at 11:39 AM** by Christine Tetreault

### 3-1 discussion

Danyel Franklin posted Jul 16, 2020 12:58 PM [★ Subscribe](#)

Hello class,

The communication process is how information passed on from one person to another. "...information sharing is the essence of communication, and so effective information technologies are an essential ingredient to making an organization change capable. Information is being shared more extensively with not only senior executives but also with the entire organization". (Judge, 2013) The two communication processes that I believe are the most important are; the medium of transportation and how the information is received to send back. I do not think that all of the communication processes are created equal, although all of them are essential in getting a point across. How one process would work better than another is by the sender. When the sender is sending the information, how they send the information sets the tone of what is being said and how.

Judge, W. (11/2013). *FOCUSING ON ORGANIZATIONAL CHANGE*. [MBS Direct]. Retrieved from <https://mbsdirect.vitalsource.com/#/books/MBS1549164/>

[^ less](#)

0  
Unread

0  
Replies

0  
Views

## 3-1 Discussion

Bobbie Burks posted Jul 16, 2020 12:06 AM  [Subscribe](#)

Hello class,

The communication process between individuals is very simple. The four steps to the process are encoding, medium of transmission, decoding, and feedback. In my opinion, the medium of transmission is the most important decision in this process because it can have the biggest impact on the situation at hand. In order to get the message to someone, the sender has to decide how they will get that to them. "Most channels are either oral or written, but currently visual channels are becoming more common as technology expands. Common channels include the telephone and a variety of written forms such as memos, letters, and reports." (Sanchez) Each situation can call for a different method of communication so it is essential to gauge the intensity of the message. I know that for me personally, I have sat through too many conference calls that could have been e-mails. At work we rely heavily on reports, Webex calls, and we can receive up to 50 e-mails a day. "Data-based reporting systems, e-mail, voice mail, intranets, bulletin boards, Websites, and video conferencing are cost effectively breaking down large distances and providing information to huge numbers of people in relatively inexpensive but fast ways." (Judge, 2013) The only downfall to this method of communication is that it can be very impersonal and come off in a harsh way if the message is not perceived correctly. With that being said, there are some messages that can simply not be communicated through e-mail.

-Bobbie

Judge, W. (11/2013). *FOCUSING ON ORGANIZATIONAL CHANGE*. [MBS Direct]. Retrieved from <https://mbsdirect.vitalsource.com/#/books/MBS1549164/>

Sanchez, N. (n.d.). Communication process. Retrieved from <https://web.njit.edu/~lipuma/352comproc/comproc.htm>

 [less](#)

1  
Unread

1  
Replies

1  
Views

Last post 9 hours ago by  
Christine Tetreault

re

David Weaver posted Jul 16, 2020 2:55 PM [★ Subscribe](#)

Components of the communication process include a sender, encoding of a message, selecting of a channel of communication, receipt of the message by the receiver and decoding of the message. Sometimes, the receiver will send a message back to the original sender, which is called feedback. The roles of sender and receiver in the transaction model of communication differ significantly from the other models. Instead of labeling participants as senders and receivers, the people in a communication encounter are referred to as communicators.

Effective Communication - Process. (n.d.). Retrieved from

[https://www.tutorialspoint.com/effective\\_communication/effective\\_communication\\_process.htm](https://www.tutorialspoint.com/effective_communication/effective_communication_process.htm)

[^ less](#)

0  
Unread

0  
Replies

0  
Views

### 3-1 Discussion

Alexis Thomas posted Jul 15, 2020 3:02 PM [★ Subscribe](#)

Depending on which model you look at for the process of communication there can be 4-7 steps that the process follows. "The communication process is made up of four key components. Those components include encoding, medium of transmission, decoding, and feedback. There are also two other factors in the process, and those two factors are present in the form of the sender and the receiver. The communication process begins with the sender and ends with the receiver," (Sanchez, n.d.) Two of these communication processes that occur the most within an organization is message and feedback. Once the initial part of a communication process is done, up until a person delivers a statement/message to the other, it repeats itself in the other individual until they provide their response/feedback and the process continues. Not all communication processes are equal. There are different ways to communicate with a person including sign language, body language, verbally, written, and even sound. Not all processes of communication are going to follow the same process. Body language is not going to have the same result as verbally talking to someone because someone's body language may not even represent how they are feeling emotionally. Personally, I do not feel like one communication process is better to understand the other because it come down to the way a person feels they communicate their emotions better. Some may only have one form of communication due to a physical impairment, some like myself, can communicate better through writing instead of speaking. It solely comes down to the person.

Sanchez, N. (n.d.). Communication process. Retrieved from <https://web.njit.edu/~lipuma/352comproc/comproc.htm>

^ less

2  
Unread

2  
Replies

2  
Views

Last post 7 hours ago by Kristin Horton

### 3-1 Discussion

Stacy Tellis posted Jul 16, 2020 7:23 PM [★ Subscribe](#)

The Communication Process is the transmittal of thoughts, ideas, opinions and feelings with the idea that the other person(s) involved will have a shared understanding. This process entails the same components regardless of personal level, or organizational level. I feel the most important process is encoding, all the processes play a role, but I feel there is more weight towards encoding. How one communicates it essential to an organization, it is a crucial way to maintain productivity and maintain strong working relationships. If one does not properly encode their message, it can be perceived incorrectly, causing misunderstandings which can create errors and impact moral between co-workers.

Each situation requires a different method of communication. When one is encoding their message, they need to determine, per the situation, if the message should be delivered verbally, written, virtually, etc. How a message is given, truly determines a positive outcome, or not. Many organizations utilize virtual messaging such a e-mails, reports and intranets. These are great resources to utilize, especially with the current pandemic, but they can create confusion and frustrations at the same time. Communication coach Nick Morgan explains that there are four major issues; lack of feedback, lack of empathy, lack of emotion, and lack of commitment. Being virtual takes being a person out of the equation, one can no longer see the smile on another's face as they speak, see the hand gestures and read body language. The emotions are no longer there. Many companies have started to incorporate emojis into their communication streams to help assist with displaying the mood a message is stated in.

I feel there is no one 'best' communication style, each situation will have a 'best' communication style. And that is to be determined by the person(s) encoding the message to be delivered.

#### References:

Jargon, B. (2016, July 09). What is Communication Process? definition and meaning - Business Jargons . Retrieved July 16, 2020, from <https://businessjargons.com/communication-process.html>

Morgan, N. (2018, October 24). Four problems in virtual communications and how to fix them. Retrieved July 16, 2020, from <https://www.thepeoplespace.com/ideas/articles/four-problems-virtual-communications-and-how-fix-them>

Page, M. (2020). The importance of good communication in the workplace: Michael Page UK. Retrieved July 16, 2020, from <https://www.michaelpage.co.uk/advice/management-advice/development-and-retention/importance-good-communication-workplace>

[^ less](#)

0            0            0  
Unread    Replies    Views

### 3-1 Discussion-Organizational Communication

Beverley Mesquita posted Jul 16, 2020 7:52 PM [★ Subscribe](#)

This week's discussion is a very important part of any organization as in most businesses it can make or break very important processes and how day to day tasks are implemented. This week we are talking about organizational communication. In my place of employment communication and how we communicate within and outside of our organization is very important as we deal with many clients in the form of homeowners, first-time buyers, attorneys, Realtors, along with many financial institutions. If we do not know how to get our information across in a professional easy to understand matter when needed it could mean a loss of business or making a very upset individual. Some of the forms of communication we use on a daily basis are in person face to face, by email, telephone and we even do some of our closings via zoom conferences. As you can see, we must always decide what is the best form we need to use in order to get our message across. In our reading of chapter 8 this week I found the best way that describes just how we decide which means we communicate we use "Mediums of communications are rather sterile and impersonal, and not as powerful or meaningful to people as more



personal modes of communication” (Judge, 2013) In my position on a daily basis my forms of communication are done by either email, telephone or face to face. I need to decide which modes I use as to what information I need to convey. I prefer to use the telephone or face to face when I need to explain a very intricate message that has a lot of pieces involved. Emails are a much better way to send a message that is not as detailed. I definitely deal with information overload on a daily basis for sure. As you can tell not every form of communication is equal to the other. This is also true for who is receiving the message as some like one form over another.

In a leadership role delivering a message daily with staff can also be tricky. Normal email within the department works well but there are times we all need to be together in order to communicate face to face on other important issues. We attend a bi-weekly meeting to go over major changes along with this gives everyone a chance to come together and share or ask questions. This also shows the two different modes of communication that work better for some situations. Another example is how we conduct our closing process. We typically leave it up to all parties involved in the transaction. Some like signing by mail, or in person. We have also done many zoom closings as this allows everyone to be face to face without the travel. This has worked well during the quarantine issues that our industry has had to deal with. So, I would have to say in not one way of communication works better than the other it just depends on the person and their choice of how they receive the information needed to perform the task at hand.

Good communication consists of some component and according to a SHRM article they list these base points to keep in mind “Communicate consistent messages, establish a recognizable employment brand, deliver messages from the top that are congruent with the organization’s mission, vision, and culture.” (SHRM, 2020) Any organization that keeps these in mind when developing their ways of communication will be certain to have an organization with great communication skills.

Judge Jr., W. Q. (2013). *Focusing on Organizational Change* (p. 76). Irvington, NJ: Flat World Knowledge Inc. Retrieved from

<https://mbsdirect.vitalsource.com/#/books/MBS1549164/cfi/85!/4/4@0.00:13.6>

Managing Organizational Communication. (2020). In *SHRM*. Retrieved from

<https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/managingorganizationalcommunication.aspx>

[^ less](#)

0  
Unread

0  
Replies

0  
Views

### 3-1 Discussion

Paul Councill posted Jul 16, 2020 7:57 PM [★ Subscribe](#)

Hi class!

The communication processes I chose to identify are medium of transmission, and noise. All communications are not equal. Noise is the most important part of the communication process, followed by the medium of transmission. "Noise is anything that has a disturbing influence on the message. Since noise hinders communication, the sender should choose a channel that is free from noise. Noise may occur at the sender's end, during transmission, or at the receiver's end" (Rawat, 2016). Examples of noise would be an unclear telephone line, a receiver who isn't paying attention, or the receiver thinking the message means one thing, when it really means

something completely different. Medium of Transmission is the way the sender chooses to relay the message. Examples of medium of transmission would be phone (call or text message), written letter, television, or computer (email). I don't think one communication process works better than any other, as they're all important to communicate effectively. While all communication processes are technically equal, due to them all be important in effective communication, the most important ones are the medium, and noise. Medium is important depending on the communication you're trying to send. If something is confidential, a private meeting is better than a text message or an email that someone else could easily see. Noise is important because it could completely ruin the communication. For effective communication, one should understand who they're communicating with, the best way that they're going to receive and understand the communication, and figure which medium should be used to ensure the receiver will get the communication clearly.

## References

Rawat, S. (2016, June 18). 5 Main Processes of Communication (With Diagram). Retrieved July 16, 2020, from <https://www.businessmanagementideas.com/communication/processes/5-main-processes-of-communication-with-diagram/3084>

[^ less](#)

0            0            0  
Unread    Replies    Views

## 3-1 Discussion: Organizational Communication

Kelsie Cordeiro posted Jul 16, 2020 8:07 PM [☆ Subscribe](#)

The process of communication refers to the transmission of information from the sender through a selected channel to the receiver who overcomes possible barriers that could affect its pace. The different elements present in the process of communication are the sender, message, encoding, channel, receiver, decoding, and feedback. The sender decides the message that will be transmitted and the sender then encodes the message. The sender then selects the

appropriate channel of communication. The receiver receives the message and then decodes it. The receiver then provides feedback to the sender. Of course, the process of communication is usually not this smooth. Effective communication from an organizations perspective is critical for the success of the company which is why it is imperative for individuals to comprehend effective communication practices. All communication practices are not equal and every situation or message will be unique and different for the most part. It is important to understand which form of communication is the best considering the message you are trying to convey and the potential obstacles that may be present. Therefore, one communication process is not necessarily better than the other.

Effective Communication - Process. Retrieved from

[https://www.tutorialspoint.com/effective\\_communication/effective\\_communication\\_process.htm](https://www.tutorialspoint.com/effective_communication/effective_communication_process.htm)

 [less](#)

0            0            0  
Unread    Replies    Views

### 3-1 Discussion: Organizational Communication

Madison McFarland posted Jul 16, 2020 8:12 PM  [Subscribe](#)

Greetings Professor & Peers,

I hope my post finds you well. Before we can dissect what communication process(es) are, first what is the definition of communication? A simple definition we may come up with in our minds is speaking to others, or conveying a message through movements, gestures, written word, and so on, however, communication is defined as "Communication can best be summarized as the transmission of a message from a sender to a receiver in an understandable manner" (Sanchez, n.d). This definition sticks out to me because it is broad and covers all the little pieces I mentioned before it. Communication is any kind of conveying a message from the sender to the receiver in an understandable manner. I think the understandable manner is a key component to my understanding of communication, because communication is only clearly conveyed and received if it is in a manner that is understandable for both parties.

According to Sanchez, "The communication process is made up of four key components. Those components include encoding, medium of transmission, decoding, and feedback. There are also two other factors in the process, and those two factors are present in the form of the sender and the receiver. The communication process begins with the sender and ends with the receiver" (Sanchez, n.d), so there are multiple components, and of course communication needs at least two parties, one as the sender, and one as the receiver. The communication process outlined by Sanchez can be used in a business setting, or in personal communication. Sanchez outline of the communication process would be especially effective in a business setting because it incorporates feedback as the final step. Successful businesses or organizations need feedback from customers, employees, leaders, and others in order to continue improvement, solve issues, create new ideas, and overall continue success. By incorporating feedback, they are actively investing in open communication to allow success.

I would not say all communication processes are equal. I say this because not every process includes feedback, and as I mentioned earlier one important part of how Sanchez defines communication is that the communication be in an understandable manner. In the growing world of technology, we now have new kinds of communication barriers, in addition to ones we already knew of. In the age of growing technology we now face the problem that a lot more communication is written, and received over screens. Screens do not allow for body language, tone of voice, facial expressions, gestures and so on. These physical aspects of communication are sometimes essential to understanding a message or having effective and productive communication. Barriers can also occur because important or complicated communication is not always best explained or portrayed over technology. With all of this information in mind, I would conclude not all communication processes are equal.

Reference:

Sanchez, N. (n.d.). Communication process. Retrieved from <https://web.njit.edu/~lipuma/352comproc/comproc.htm>

[^ less](#)

0      0      0  
Unread   Replies   Views

### 3-1 Organizational Communication CSaballa

Cynthia Saballa posted Jul 16, 2020 8:42 PM [★ Subscribe](#)

Hello!

In chapter 8 we learn that communication channels are information exchanges that involve both formal and informal mediums. (Judge, 2013, p. 80) My employer hosts quarterly town hall meetings hosted by the CEO and senior staff of the organization to provide an update on strategic goals, overall performance, and other news. Employees have the opportunity to bring up questions or concerns to the panel. This is an example of forming a medium for information exchange. I think it's nice that the company extends an invitation for all to attend, not all employees have the ability to attend. There are approximately 1500 employees on campus at the home office and 5000 employees company-wide. There are no virtual options for town halls, so only 1500 employees have access to town halls. Of the 1500 employees on campus, many employees cannot attend because their work schedules do not allow it.

COVID has forced my employer to deliver information in a way where it's more inclusive. I'm sure many other businesses have seen a shift in recent months as well. First, we HR sent daily COVID emails to all employees. This email provided employees with information specifically about COVID like symptom checking, social distancing, etc. and the email also provided updates about closures, work from home policies and provide resources for assistance with dealing with the crisis. In addition to sending the daily email, a new COVID section was created on the intranet. All daily email was stored on the intranet, as well as a symptom checker application, work from home QRC, and HR-related forms related to health and safety guidelines. More than 75% of my organization still works from home, in-person meetings are not permitted, and we now use Microsoft Teams or Skype for "face-to-face" meetings. The CEO and COO have sent monthly video messages monthly throughout the pandemic. They talk about the changes the company has been faced with, covering the impact on the employees, customers, and the overall business. They also reinforce their concern about the health and safety of employees and families, which means so much especially during this difficult time. Many employees look forward to the video updates that senior staff has sent over the last few months. Videos are much more personal than having an email sent, leaving it

up to employees to decipher what's going on. These videos send a clear message and I find comfort watching them and it adds a personal touch to their message.

Aside from town halls and videos that I mention in this post. There are many other ways information can be delivered.

Communication processes are not equal. Choosing the method of communication depends on the message you're sending. The text uses an example of delivering news of downsizing or layoffs. That message should not (only) be sent in an email. The sensitivity of this message should be communicated through various channels of communication overtime so the employees can process the information, understand why, and have the opportunity to respond.

Thanks,

Cynthia

#### Resources

Judge Jr., William Q. (2013). *Focusing on organizational change*. Irvington, NY: Flat World Knowledge, Inc.

[^ less](#)

0      0      0  
Unread   Replies   Views

## Discussion 3-1

Danielle Hage posted Jul 16, 2020 8:45 PM  [Subscribe](#)

Hello class, within an organization there are a variety of communication processes and types of communication processes that are occurring constantly in order to keep the organization and operations running smoothly. The type of communication style depends on the type of communication transmission and the type of message that is being sent. One communication style that occurs on a daily basis is informal interpersonal tele communication between employees. This would be daily email exchanges or daily phone calls that would be related to the company's regular operations. Another form of communications would be a change message. This would be a message that would initiate a change response and possibly emotional response from employees. Not everyone within an organization will agree with a change or think the change is necessary. Some employees respond to change with motivation and eagerness while other employees have the exact opposite reaction when it comes to change. This is why it is crucial for organizations to carefully articulate how they transmit the message to employees and the mediums they use to deliver the information to employees. Not all communication processes are equal, some are more common than others and there is a situation where each process of communication is appropriate but all are used differently for different situations and when addressing different audiences/listeners. There are instances where one method of communication would be more appropriate over another. An example of this would be a situation where an employee is being laid off, if an employer would to use informal tele communications for this situation it may be too harsh and impersonal for the employer to use this method. A more appropriate method would be a formal face to face conversation regarding the employee and their employment situation within the company.

Judge, W. (2013). *FOCUSING ON ORGANIZATIONAL CHANGE*. [MBS Direct]. Retrieved from <https://mbsdirect.vitalsource.com/#/books/MBS1549164/>



[^ less](#)

0      0      0  
Unread   Replies   Views

### 3-1 Discussion: Organizational Communication

Kristy Wotton posted Jul 16, 2020 8:47 PM [★ Subscribe](#)

Hello everyone!

I think communication is extremely important, especially within an organization. It helps you to convey your message or purpose of your business to your employees, coworkers and consumers. Based on my readings so far in this course, the two biggest types of communication I've been reading about are internal communication, which is within the organization and is among people within with organization, like employers and employees. "Internal communication serves to inform, instruct, educate, develop, motivate, persuade, entertain, direct, control and caution people in the organization." (S. Kukreja)

The other type of communication I have read about is external communication, which addresses people outside the company. "Unlike internal communication, external communication flows outward. It addresses people outside the organization, like the prospective customers, competitors, public, press, media and the government." (S. Kukreja) Both types of communication encompass a lot of different ways to express your message or idea. I think both of these types of communication serve as a foundation for a successful leader and company.


Resources:

S. Kukreja, Types of Communication in Organization. Retrieved 7/16/20 from <https://www.managementstudyhq.com/types-of-communication.html>

[^ less](#)

0      0      0  
Unread   Replies   Views

## 3-1 Discussion: Organizational Communication

Andrea Mudd Marquardt posted Jul 16, 2020 9:45 PM  [Subscribe](#)

Communication within an organization is essential in order to have an effective and successful business. Many organizations have standard methods of communication that are the go to option to inform employees and spread information. Especially with the changes of the COVID-19 pandemic, there have been more distance communication methods, such as video calls like Zoom meetings.

The process of communication starts with the sender – the person giving out the information. The message the sender is sending needs to be put into words in a way that will be understood by the receiver(s). Once the message is encoded by the sender, a medium needs to be chosen – email, phone calls, video calls, face-to-face. Once the message is delivered to the receiver(s), they will decode, or review the information, and if necessary, seek clarification about the information. (Communication Process Model, 2016)

The key point of the communication process is the feedback. This means that the receiver(s) are processing the information and are trying to understand it completely by asking follow up question.

### References

*Communication Process Model*. (2016). Retrieved from Educational Business Articles: <https://www.educational-business-articles.com/communication-process-model/>

Judge, W. (2013). *Focusing on Organizational Change*. [MBS Direct]. Retrieved from <https://mbsdirect.vitalsource.com/#/books/MBS1549164/cfi/12!/4/2@100:0.00>

 [less](#)

0                      0                      1

Unread Replies Views

## DISC 3-1 ORGANIZATIONAL COMMUNICATION

Cassonya Johnson posted Jul 16, 2020 8:07 PM [☆ Subscribe](#)

Hi Class

“If communication isn’t working, nothing else will.” (Judge Jr, 2013) That statement says it all. Communication is a critical element in the survival of an organization. But it starts with the provider of the information, how is the person or structure is seen, trustworthy or not?

One communication process that we use within my organization, not to well, is informational technologies. The one element that is forgotten, is human touch. Our process should provide accurate inventory counts, but not when steps are missed. As an inventory manager, I rely on the information provided from this system, when supply technicians enter data correctly. The system would tell me when to reorder product based on the levels I set. This data is collected national, if I have inventory past the expected usage, it reflects badly for me.

Another communication process used at my facility, is a formal townhall meeting. Leadership uses this avenue, as well as daily newsletters as a way of keeping employees in the loop. I have seen newsletters answering questions I heard someone saying in the hallway. So, they try to keep the lines of communication open, even if by using spies. And in this time of pandemic, my coworkers have questions, without compromising HIPPA laws, how many patients do we have within our facility. And this has been answered for us, almost daily. Leadership understands we need answers, and they want to be the source, to keep gossip out and only use facts. Which says a lot.

All communication processes are not equal. There are many factors that affect the communication process. One important factor is how trustworthy is the source. Another point about communication process, is how was it relayed. I trust email more than someone talking to me.

To have effective communication process, here is a few things to consider. (Reddy, 2020)

- Open communication environment: do you acknowledge my input.
- Inclusive communication strategy: do you ask for my input.
- Open door policy: can I get to my leadership

- On repeat: keep telling me so I know it is real
- Ensure messages are delivered: do I understand what you are talking about
- Ownership: make me see how important I am to the goals

These are a few things to consider and why I think townhall meeting and newsletters have the potential to work better system wide for communication.

Let me know if you agree or not, but more importantly why do not you.

Sonya

## Works Cited

Judge Jr, W. Q. (2013). *Focusing on Organizational Change*. New York: FlatWorld Knowledge.

Reddy, C. (2020, July 15). *15 Strategies for Effective Communication in an Organization*. Retrieved from Wise Step: <https://content.wisesteps.com/effective-communication-in-organization>

 less

**1**  
**Unread**

1  
Replies

0  
Views

Last post **13 minutes ago** by  
Kristin Horton

< 1 / 1 >

Reflect in ePortfolio



### Activity Details

Task: Reply to this topic

Starts Jul 11, 2020 11:59 PM

### Assessment



Discussion Rubric:  
Undergraduate

Last Visited Jul 15, 2020 2:04 AM