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Q1. If you run a business, what you have to tell employees about benefits of effective communication in the work place?

Ans. Communication is the key of successful business, without good and moral communication, it is not possible to please staff and customers.

As a business owner I will encourage my staff to follow the succeeding advices in communication at work place.

1. Building trust

Effective communication encourage trust with others. Your ability to listen attentively and embrace different points of view helps others trust that you are making optimal/multiple decisions for everyone in the group. As you serve as a ideal model, this trust will increase to your team and they will feel as though they can trust their teammates to fulfill their duties and responsibilities.

2. Providing clarity and direction

With effective communication skills, you're able to deliver clear expectations and objectives for your team. This involves judgment constructive ways to point out when something isn't working as well as to help each other to get people back on track. They will understand their dedicated tasks and responsibilities, as well as those of their teammates, which will help remove conflicts and confusion.

3. Extended engagement

With people feeling more relax and confident in their work and in their understanding of what they need to do, they become more depended with their work as a whole. According to a study explore the psychology of employee engagement, only 15% of people employees are engaged with their employers. By prioritizing effective

communication, you can increase engagement, and thus boost contentment, among your team members.

4. Promotes team building

Good communication skills can play an important role in development positive work experiences for your entire team. As people feel listened to and understood by you, you naturally improve your work surroundings. If you want to learn more about how to improve your leadership skills, including your communication strategies, take a look at our Effective and best communication workplace. This reduced workshop will show the impact communication skills have on other people, at work and in life.

With improved communication, team members will be better able to depend on each other. You will not have one team member feel as though they have to hold the entire group. This improved division of labor will give confidence positive feelings and relationships between the team members, which leads to improved morale and work experiences.

5.resolving problems

The ability to communicate effectively plays a essential role in resolving conflicts and preventing potential ones from arising. The key is make sure all parties are heard and find a solution that is acceptable for everyone involved.

6. Importance of Written Communication and Email in customer service

In this technical period , there is a shortage of time and because of that, there is personal communication is replaced with written communication, so it has become the need of the hour to be more careful while crafting our messages to customers.

important point is that while communicating through writing only use simple conversational language, because it is the only way here to tell the customer about your product/service.

- Give a brief description of your product/service as much as possible..
- Use of simple, impressive, and meaningful that conveys your message to the customer easily.
- Don't exaggerate the email with writing rubbish write only the significant things in the email.

7.Ability to 'read' customers mind

It's not possible every time that customer is in front of you. Many times you just hear their voice only on phone, nowadays you just order online in that case you can't even hear their voice.

In that case, you need to go through the taste and preference of the customer and you need to observe the customer's prefer and create choices for them with your personal experience. This one is the most important because you don't want to miss-read a customer and end up losing them due to confusion and misunderstanding.

Q2. Describe in detail an essential integrant involved in the communication process.

Ans. Communication process is involve in basic eight components which are the following.

1. Source
2. Message
3. Channel
4. Receiver
5. Feedback
6. Environment
7. Context
8. Interference

1. Source

The source creates, and sends the message. The source encodes the message by choosing the right order or the best words to convey the intended meaning,

2. Message

The message is the communication which are received from source to convey its idea. The message brings together words to convey meaning, but is also about how it's conveyed — through nonverbal cues, organization, grammar, style, and other elements.

3. Channel

The channel is the way or medium in which a message or messages move between source and receiver. Different channel of communication includes Spoken channels include face-to-face conversations, speeches, phone conversations and voicemail messages, radio, public address systems, and Skype. Written channels include letters, memorandums, purchase orders, invoices, newspaper and magazine articles, blogs, email, text messages, tweets, and so forth.

4. Receiver

The receiver receives the message from the source, analyzing and interpreting the message in ways both proposed and unplanned by the source.

5. Feedback

When you respond to the source or sending destination, intentionally or unintentionally, you are giving feedback. Feedback is composed of messages the receiver sends back to the source. Verbal or nonverbal, all these feedback signals allow the source to see how well.

6. Environment

The environment is the feeling, physical and psychological, where you send and receive messages. Surroundings, people, animals, technology, can all influence your communication.

7. Context

The context of the communication involves the setting, scene, and expectations of the individuals involved. A professional communication context may involve business suits that directly or indirectly influence expectations of language.

8. Interference

Interference, also called noise, can come from any source. Interference can be anything which disturbs our communication.

Q3. In many communications, the message may not be received exactly the way the sender intended. What are the common barriers to effective communication?

As we are aware of the fact that there are different types of communication that includes verbal, nonverbal, written, listening or visual, but irrespective of it, if we don't communicate efficiently and properly, we place ourselves and others at hazard.

The barriers to effective communication that cause problems in communication and need to be eliminated are as follows

Disappointment With One's Job

Anyone who is not satisfied or has lost concentration in job, is less likely to communicate effectively and properly.

This barrier, is conceivably the most problematic to overcome since it includes altering an attitude, and thus it naturally doesn't change till the person leaves.

Inability to Listen to Others

Active listening is an important aspect of effective communication. You cannot engage with someone if you are not listening to them because you will tend to make assumptions about their needs based on your perceptions versus reality.

Lack of Clearness & Confidence

When there is lack of clearness and confidence, it becomes really hard to communicate anything.

Communication Styles (when they differ)

We are living in a world where everybody is different from one another in many aspects i.e. color, structure and communication style etc. Some people are very straight while others favor a more unintended method. Some use comprehensive information, while others trust on generalizations, and so forth. Occasionally, one person is so entrenched in their way of communicating, they find it hard to communicate with others who rely on a different style..”

Conflicts in the Workplace

Workplace plays an important role in an effective and proper communication. Conflict can happen for a selection of motives and when it does, it develops a barrier to effective communication. The nature of the conflict is not necessarily important, what is important is working to resolve the conflict. When conflict is not eliminated, it obstructs efficient communication.

Cultural Differences & Language

The world is full of people having difference in culture and language. It is significant to appreciate the cultural changes in communication. It is necessary to avoid such barrier that can cause problems in communication with people having difference in culture and language. We all should dynamically involve in reproducing on our own communication skills. The above list of communication barriers, is a great place to start and practice will help you improve your abilities.