

# Principles of personal responsibilities and working in a business environment



1. Effective communication is a significant aspect in customer service, in order to build good relationships with people who are dealt with internally and externally it is essential that effective communication is a skill that is used as it helps to create a positive atmosphere and also encourages open discussion. There are many different communication methods; communication is something that can be done verbally, non - verbally or through writing. Verbal communication can be done through two different ways, one way is through face to face communication and another is through telephone calls. The advantage of verbal communication is that the opportunity for immediate feedback is available which is beneficial as it can be confirmed that the message was understood. However, this is only an advantage if the message is properly understood.

The other method of communication is through non - verbal communication, this is something that can be done through facial expressions or body language. Although it may not seem so, facial expressions are responsible for a huge proportion of communication as just by smiling or frowning substantial amount of information can be conveyed. Body language is also something that can determine the attitude or feeling of a person. The final method of communication is written communication. There are many different ways of applying written communication, one of which is through email and the other is through writing a letter.

The advantage of written communication is that it can provide records and references which can be especially helpful within a legal environment.

Nevertheless, a disadvantage is that feedback is not immediate. 1. The most appropriate method of communicating with others can be chosen by

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assessing what type of method is more suitable to use for the situation that is being dealt with. One aspect that may be considered when choosing which type of communication to use is the cost of communication that is to be used.

E. g., if a client is being dealt with from abroad, it would be more beneficial for businesses to communicate via video conferencing as it is more cost effective. Another factor that it may seem appropriate to consider is the needs of the audience. E. g.

, there may some clients that it may be difficult to communicate with because of aspects such as language barriers. In this case to make communication between the two individuals more effective it would be an advantage to have an interpreter to assist the client so that the level of understanding is of a higher standard. 1. Active listening is a communication technique that helps to determine whether an individual is able to understand, interpret and evaluate what they are hearing. One way in which this can be done is by actually facing the person who is talking. By doing this it can help the other individual to know that they have got the other persons attention.

Another method that can be used is to maintain eye contact, by maintaining eye contact it determines that the other individual is focused which can help others to know that they are being listened to. Another way in which this can be done is by minimizing distractions, this can be done by switching off anything such as a television or radio as it may be that the level of focus may not be maintained throughout because of such distractions. Finally, the

other method that can be used is by responding appropriately, this can be done by using body language such as raising eyebrows or even just responding by commenting on what is being said. Although these are a few techniques that show active listening there are many more methods that can be used.

4. 1) The purpose of agreeing standards for own work with other employees is that by doing so it shows employees as responsible as it reflects on how they as an individual work. The advantage of agreeing standards with others are that by doing so an agreement is established through which an individual and other staff members can liaise on if there is something that is inconvenient for either the individual or the staff members. Also there are certain levels of standards that need to be met in departments in order for them to meet their objectives. By having an agreement it can ensure that there is clear understanding between the two parties.

4. 2) The purpose of taking on new challenges and adopting to change is that by doing so it gives the advantage to learn new skills such as being able to react to unexpected events in a more constructive way. Another benefit of taking on new challenges is that it shows an individual as more changeable to different environments which is an advantage as in a business environment challenges occur frequently and to show willingness to change and adapt shows an individual as more open minded and flexible. 4. 3) The purpose of treating others with honesty and consideration is that it helps to build a relationship of trust which is significant in the workplace.

Honesty and consideration not only shows other staff within the workplace how effective another employee is but it also helps to give individuals value within the workplace as if employees are known for their honesty and consideration in return they earn respect from staff. However, if an individual is not able to incorporate honesty into their job there can be severe consequences which can also include the loss of their job. 5. 1) The purpose of meeting work standards and deadlines when completing tasks is that it shows individuals as more efficient and reliable therefore if a task is needed to be done they can be trusted enough to do the task. Also, it is important that the work that is being produced is done to the best possible standard in order to meet the requirements of the person who set the task. By not meeting work standards and deadlines it can also cause problems within the business environment as the work set may not just be for the person who set the task and there may also be someone else waiting for the work.

5. 2) The ways in which work can be planned is by using resources such as a schedule or a diary in order to limit the time that is taken to complete the task so if there is another task that needs to be completed there is enough time to complete it. Another method that can be used to plan work is by separating urgent work and routine work, by doing so it gives the advantage of completing work that must be done and doing other work that may not be so urgent afterwards. 5.

3) There are many different ways of keeping others informed of progress, this can be done through various methods of communication. The types of communication can be verbal and non verbal, this can be done through face to face communication or through an email. The advantage of informing  
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another member of staff through face to face communication is that it is more personal and it involves speaking directly to the other person therefore it is definite that the message has actually been delivered to the other person. The disadvantage of face to face communication is that although through face to face communication immediate feedback can be achieved, messages can be misinterpreted for which reason it can create difficulties within the team.

Another way in which to keep staff informed of progress in a non verbal way is through email. The advantage of email is that if there is no capacity to inform a staff member personally of progress, through email it can be achieved. However, a disadvantage is that due to loss of connection it is not a reliable resource. 6. 1) The purpose of continuously improving own performance in a business environment is that it portrays an individual in a positive image.

By improving performance it shows the individual as a efficient and reliable source to the organization, by doing this staff are able to trust the individual with tasks that may of a higher level to what is normally done by them. Also, by improving performance it can be a benefit to the future as the organization may consider extending the contract. 6. 2) There are many ways through which an individual is able to improve their performance both inside and outside of an organisation. Nevertheless, to be able to improve performance effectively, determination is needed.

One of the ways through which performance can be improved is through focusing on the tasks that they are doing and trying to exceed expectations.

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This can be done inside the organisation by setting an aim, e. g. completing a set amount of tasks within a time limit and trying to exceed by trying to do it before the time limit. However, by trying to do more than what is within the capacity limit may make the quality of work a level below what is expected so whilst completing a task the standard should also be kept in mind.

Another method is to be punctual; this can help to improve work productivity as being on time means that work can be done according to what has been scheduled. This is also a method that can be used anywhere outside of the organisation as punctuality is essential as it shows how reliable an individual is. Another technique that can be used is by adapting and changes things to something that may be more preferable. Although it is a risky technique it is a way in which to look at things more differently which may bring out other alternatives that may be faster and better. Learning opportunities could be work shadowing or training.

7. 1)/7. 2) Problems occur regularly within a business environment, as regards to the administrative function there are many things that are likely to go wrong. One of the problems that may occur is that there may be some urgent photocopying to be done, however, there may not be a photocopier available or it may be out of order. A way in which this problem can be dealt with is by finding another photocopier that is available.

Another option could be to go to another department and politely ask whether or not their photocopier is available and if it can be used. Another difficulty may be that there may be communication difficulties between

colleagues for which reason they may not be able to understand each other. The way in which this could be dealt with could be to try and talk more slowly so that it is easier for them to understand what is being said. Another option could be an interpreter, however, that could be a costly investment.

7. 3) Within a big organisation there can be a lot of work to be done throughout one day and therefore mistakes can be made very easily.

However, if a mistake has been made it should be reported to a member of staff so that they are able to correct it within the right time. Responsibility of task is given to an employee because they are considered trustworthy enough to carry out that task. If a task has been done incorrectly it can be difficult to tell someone else in fear of being told off. However, as an employee it should be considered dutiful to tell another member of staff about a mistake that may have occurred.

This is because the task maybe something that needs to be sent to another organisation therefore if it is incorrect, a negative image of the organisation may be created which can essentially take part in losing important links that may be significant in the running of the business.