Communicate in a business environment essay

Business, Business Environment

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Explain reasons for knowing the purpose of communication he purpose of communication is to be able to understand each other in different ways and for several reasons. We also communicate in a business environment to list to each others' problems, solve difficulties that we face in everyday life in work and out of work. Explain reasons for knowing the audience to whom the communication is being presented if I know the audience, I can more effectively communication with and persuade that audience. I need to satisfy the audience with things, presentations and activities in that they are interested in.

I can learn what they expect off me, what DOD they are In. Describe deferent methods of communication/ describe when to use different methods of communication Verbal communication - most effect type of communication. To understand the emotional needs of a person, verbal communication Is the best way to see and hear what the person actually says and feels. Nonverbal communication - it could be written, sign language, facial expression and gestures to help understand the person. However it is not as effecting as verbal communication. Effective verbal communication - this is when you listen to people or a group/audience.

It is when you listen to people's concerns and then try to find solutions. They're often used when you have seminars or conferences. Informal communication - this is normally face to face communication, it can be a general chat about anything, can be testing, emailing of post-it notes. Formal communication - It follows proper order, and procedures and can be recorded to store the outcomes Communication through body language Sometimes people can't find the rights words to express the things they want to say. Of hearing to talk using sign language/facial expressions to communicate what they feel.

Identify different sources of information that may be used when preparing written communication. Sources of information can be classified as either; Primary source - one of which is seen or heard directly by a person. It could be a diary, letter, newspaper, articles, surveys or interviews. The information is gathered by a person directly in contact with the incident or events. Secondary source - this is when something is heard through somebody else.

It can be interpreted or analyses literature of the primary source. Books, interpreted documents or recordings are examples of secondary sources of information.

Describe the communication principles for using electronic forms of written communication in a business environment. Anything that is stored or transmitted electronically are electronic forms of data or communication. For example; Emails or faxes. Within the office you should be able to interpret information from different sources whether manual or electronic. You will also be able to use good paraphrasing skills. You should know how to use those software, because emails, scanning, fax etc are all electronic communications. Describe the reasons for using language that suits the purpose of written communication.

The reason for using language that suits the purpose of the communication is to get your message across to the others clearly. The language that I use for communication has to be in a way that is understandable for everyone. Describe the ways of organizing, structuring and presenting written information so it meets the needs of an audience. When organizing, structuring and presenting written information the following should be considered; Prepare all the documents for presentation depending on what has to be delivered Keep documents in the correct order, so that the communication flows without any confusion or errors.

Whilst presenting, be clear to state the objective Give an introduction on what you are going to present and why Present it step by step using the correct resources End the presentation by making clear that all objectives

were covered and that your audience clearly understand the objectives. Describe ways of checking for accuracy of written information. Any written information has to be free of spelling and grammatical errors. It also has to be in the correct and professional format. Before any document is sent out the following should be checked.

Check the points written down: f the content within the documentation is inaccurate it will have disastrous effects and can even ruin the reputation of the organization. All the details have to be double checked for example dates, names, statistics, and events. If anything seems uncertain or incorrect make sure it is checked by experienced people. Spell check and Grammar Check: Spell-check is an option available to easily correct typo errors. Sometimes it will not Microsoft spell check will not be able to identify the mistake. Therefore reading through the documentation twice before finalizing it and very beneficial.

Also, some new words may not be recognized by spell checker, therefore you shouldn't rely solely on the spell checker. Use a template: Each different organization has a different style for documents they produce. They will all be available as templates which you and can easily input data. If there is no template available I would research to find a correct style for the document. As an organization documents must be professional and produced in a standard format. Take help from another reader: Another way to ensure accuracy is to have your document read by another employee.

Sometimes when you read through your own work minor errors can be hard to detect. These can easily be picked up by a different person. Also

grammatical, punctuation and style errors can be picked up by another employee. Explain the purpose of accurate use of grammar, punctuation and spelling. The main purpose is so that the receiver of the information reads if accurately. When an employer gives me a task to do they expect it to be done perfectly and up to professional standard. If the document has inaccuracies, reader will tent to distrust everything, including the statistics, opinions and facts.

This could then mean my employer would loose confidence in my ability. Explain what is meant by plain English, and why it is used. Plain English is plain language used for communication that emphasis clarity and avoids technical language. This is very important particularly in relation to official government communication, including laws. Plain English is used so that what you try to communicate is easily understood by everyone and is appropriate to their reading skills and knowledge. Plain English is simple and straightforward. It does not have any difficult or technical terms, instead common words used by everyone.

Explain the need to proofread and check written work Any work that is written has to be proofread and checked. The way and paper or information looks affects the way people interpret the information. All documents have to be error free, or else it will create a bad impression the reader which will affect the organization. I should proofread any written price of information from emails to minutes. Proofreading will have a great effect on the quality of the document I produce, and it will me to get more appreciation from my

organization. Explain how to intensify work that is important and work that is urgent.

When something is urgent, I rush to do it but when something is important, I prioritize it. All tasks have to be completed before the deadline. To help me identify work that is important, I priorities my workload in a way that doesn't affect the organization. I put the urgent ones in a separate folder, so I know which ones to deal with first. I also aim to finish most work before 1 lam, as the office is much quieter and easier to communications. Each and every organization has its own policies and procedures for savings and filling documents. I always follow the policies and procedures set by

Legal Services Guild. Documents with similar information or clients who are married/ spouse are usually liked and filed together this makes it easier to access both files when needed. Documents that need to be shared with any other member of staff and stored in dropped, which is shared drive. All our systems are password protected and if left for 15 minutes, they system will automatically lock. Any documents which are kept as paper files are stored in our filing cabinets with secured locks. Only 1 person within the office will have a key which you can request to access the information.