# Communication and different methods

Sociology, Communication

1. 4 Describe when to use different methods of communication. There are many different methods of communication within the office. Some of these include; •Telephone - This method is used for communicating information directly and efficiently from one person to another in a short period of time.

•Fax - This method is used to send important information as quickly as possible.

•Email - This method is used when the information that is being included doesn't urgently need to be read or dealt with.

•Mail - This method is used to send less important/urgent information.

•Written notes/messages - This is used as a reminder to the addressed. The message usually states how urgent the situation is.

679. 2 Understand how to communicate in writing.

2. 2 Describe the communication principles for using electronic forms of written communication in a business environment. The communication principles in which come from using electronic forms of communication are that it is a quicker and easier way to communicate information from one person to another, works out cheaper for the businesses in regards to money spent on materials and more environmentally friendly due to the less materials used.

2. 3 Describe the reasons for using language that suits the purpose of written communication. It is important when using written communication to use proper English, good grammar and spelling to ensure that all those who need to access the document are able to understand exactly what is being

said. If the grammar or spelling is incorrect then the information may be perceived in the wrong way leading to communication and action errors.

2. 4 Describe ways of organising, structuring and presenting written information so it meets the needs of an audience. When using written communication it is important that it is written in a way that makes it easily readable. For example, the information should be to the point and include as much detail as possible in reference to the situation. This allows those reading the information to easily access the information in which they need.

2. 5 Describe ways of checking for accuracy of written information. After producing any written information you must check for accuracy by re-reading what you have wrote, checking for any grammar or spelling mistakes. Another way to check for accuracy is to firstly write the information out in Microsoft Word and use the Spell Checker which will check for the same types of mistakes for you within seconds. This is useful if you have a lot of information to write about.

2. 6 Explain the purpose of accurate use of grammar, punctuation and spelling. It is important to ensure accuracy of grammar, punctuation and spelling to ensure that the audience who are going to read the information can read it accurately in order to understand what is being said.

2. 7 Explain what is meant by plain English, and why it is used. The term plain english means to use the countries correct language which keeps information clear, to the point and easy to understand. It rules out the use of any 'slang' words which are frequently used instead. For example, the slang

word for because is 'cus'. Plain English allows everyone to easily understand the document.

2. 8 Explain the need to proofread and check written work. It is important to proofread and check written work before any submission to ensure that everything you are trying to put across is clear and to the point and ruling out any errors i. e. grammar.

2. 9 Explain how to identify work that is important and work that is urgent. It is easy to identify work that is either important or urgent by the content that the work holds and by the deadline date. If you are experienced within your company and its' procedures then you will be aware once given the work whether the task is more important than other tasks you have to complete. If you are unsure of importance deadlines are sure to tell you this and will help you to prioritise your work.