

# Fundamentals of effective communication in the workplace essay

[Literature](#), [Russian Literature](#)



Effective communication in the workplace is very essential as it creates awareness of the organizations objectives and goals. It helps in elaborating the various agendas that need to be implemented or dealt with in the organization. Similarly effective communication enables employees and employers to get to an understanding as it creates a forum for openness and clarity. Effective communication within the workplace entails various fundamentals that help in the navigation of the business environment. These fundamentals include: objectivity, openness, flexibility, sensitivity, self-awareness, knowledge and most importantly patience. These fundamentals give guidelines in the way employees and subordinates interact as well relate to the customers at large. Objectivity requires the aspect of judging people based on their performance and not their personal characteristics. Openness requires the workers to be ready for differences and should not ignore attitude superiority.

The next fundamental aspect is a flexibility that requires workers to look for alternative methods and styles of communication and learn to adjust their approach to suit the employees or customers. This should be coupled with a sensitivity that allows workers and employers to be courteous and considerate of others in terms of cultures and customs. Self-awareness is the next fundamental that requires workers within an organization to focus on themselves and the misconceptions that might interfere with effective communication. Knowledge entails taking the opportunities to learn about the languages, countries and cultures of people you communicate with. The last fundamental aspect is patience that requires workers and subordinates to be aware of that people have diverse cultures and backgrounds that

enable them to communicate in ways that may differ. It requires the workers to be patient and tolerant in interactions.

In my line of work, I come across various people from different countries and cultures. The hospitality industry requires huge cooperation where all departments must work together in order to meet the objectives of the organization. This requires alignment in the activities carried out as well effective communication where every worker is expected to articulate their views in an effective manner. This helps in addressing the customer needs as well realizations of the organizational goals. The employees are urged to maintain professional relations and be polite to the clients as they are the faces of the organization. Any important information pertaining to the organization has to be communicated using effective communication skills where deep considerations are made. This means that the administrative sector has to consider cultural and personal differences in their decision making process. Programs and schedules are communicated in advance to allow room for preparation and adjustment. I remember clearly on the one instance when everything was running smoothly and customers were being served in order of their preference. An abrupt announcement was made that our organization was to host foreign guests for about a week. This meant that the kitchen department had to strategize on the diet based on the guest's culture, the casual workers were to carry out their services differently and the servers were to use a language that the guests would understand.

The information was passed on clearly and effectively as the managers elaborated on the strategic issues that were to be utilized. Upon arrival, the

guests used a language that none of us as employees would understand. It was quite hectic to even direct them or respond to what they said. The major challenge came in the field meal services as they would order things that were not understandable. Nevertheless, we managed to fulfill their needs as it required much patience and tolerance to understand what they were requesting. The hospitality industry requires workers to be flexible enough in order to look for alternative methods and styles of communication and adjust our approach to suit the customers' needs. We strategized ways in which we could effectively communicate with them and had to prepare their meals and other facilities in advance for them to feel comfortable. This meant that all departments had to be alerted in advance in order for the services ready. On the day of their departure the guests highly appreciated our services and promised to visit again. They even left us gifts from their countries as well as taught us various aspects about their culture.

The basic reasons that made the instance effective are: communication was established despite the language and culture barriers, all sectors of our organizations were able to deliver the services needed by the clients and the subordinates and employees developed an effective workforce that increased productivity. These aspects contribute to the perception that effective communication was observed as the clients expressed their gratitude upon departure and all their requirements were met. Additionally, the workers managed to work together through elaborate communication techniques that enabled them to meet the goals of the organization. The business achieved its goals by delivering quality services to the guests. It also built its brand among the guests at the next time they will visit they will

definitely consider coming back to our organization. As it is said the first impression is the lasting impression and since our first impression appealed to them, they will also always highly consider us.