

Analytical framework essays example

[Business](#), [Company](#)



Introducing Intercultural Communication

Introduction of the Scenario

An organization would be regarded as a strong and effective one wherein the essence of interaction and communication is in the high level among the employees and management. It is known as one of the most important elements that used like as important aspect for an entity, as far as brining effectiveness towards the company.

Every organization has a single mantra in their mind which is to increase the financial belongings of the company and brining effectiveness in the strategic functions as well. Firming the core operations of a company is more than essential for their future effectiveness, and organizations always try to deliver their effectiveness in the same manner. The level of communication is more than essential for the sake of an organization, and it is more than essential if the type of communication is Intercultural communication. In this assignment, it is required to use different models of communication, and then analyze the intercultural communication stance between Mr. Todd and the Indian Employee at the call center.

There is a file “ Outsourced” has been attached with the company that needed to be seeing and addressed while giving the answers of the queries accordingly. The assignment is a deep one, and it requires underpinning each and every concept regarding communication, and its related stuffs accordingly to complete the thing in an organized and perfect manner.

Communication is an activity that used specifically for conveying the information through the exchange of core ideas, feelings, attitudes,

intentions and perception of one person to another. It often used verbal communication and gestures to pass on the information to the other person. The essence of communication is essential in almost every walk of life, and it is equally beneficial for organizations as well. Organizational communication is a field of communication based studies that used to pass on the information and knowledge among the individuals of different departments. Organization is a place where in numerous departments work together for the achievement of a single objective, and this particular mantra of the organization can be achieved with the fact that how effectively they manages the level of communication with each other. It is more than important for the organizations to have high amount of communication with different departments in order to get certain appreciation in their productivity and effectiveness. The method of communication may different from organization to organization; however the main theme of communication would remain the same for every organization of the world. There are certain sophisticated models that used by Liu, Voicic and Gallois to enhance the level of communication in the organizations, and all of these models are effective and superior from their own standpoint. According to Liu, Voicic and Gallois, models of communication are often known as conceptual models that used specifically to explain the communication process of the humans. There are two models that found interesting and effective for an entity, known as direct one to one communicating, while other one has a source embedded with it. Most of the time, the source will be a communication device like mobile phone, computers or others, which usually work like a medium for enhancing the

level of communication accordingly. Apart from analyzing and describing the models of communication, Liu also introduced the stance of intercultural communication among the organizations.

As per the definition, intercultural communication is that form of communication which aims to pass on the information across different cultural and social groups. According to the theory of Liu, it is found that intercultural communication usually analyzes the problems occur in organization with having people of different races, nationalities and religion. It usually surrounds the fact that how people from different backgrounds and religions perceived a thing. The provision of mitigating the problems associated with cross cultural communication should be decreased accordingly; otherwise it will be an alarming situation for the whole company.

There is a video attached with this assignment that specifically made to point out the effectiveness of intercultural communication between Mr. Todd and an Indian employee. The video is from the film Outsourced. The concept of intercultural communication has been described and defined accordingly in the movie, and it is shown that cross cultural or intercultural communication are somewhat effective for the companies. Todd found very aggressive in the video, and found that the information they are passing to their employees are well defined and should be reached to them in a best possible manner. The Indian guy work in the call center, and he usually fond of greet the international customer with his traditional style. Indian culture is so relaxed and casual, which is not allowed in the western world, wherein people are looking after to have care with respect. Todd found the Indian guy

was not doing the job accordingly because of his change behavior and traditions. He was not in the mood to intermingle with the other employees to share his thoughts. Todd found very concerned in the video of Outsourced, and educated the Indian guy that he should comply with the ethics and standards of the company, otherwise the chance of dismissing him would be quite high. Todd appreciated the efforts the Indian guy put in the call center to stiff his position, but due to the large communication barrier he often commit some mistakes. As per the video, Todd gave immense confidence and boost to his personality, and empowered him to do their best, but should comply with the ethics and regulations of the company, and the society as well. People work at the call centers are very humble, and always ready to help the people in a best possible manner, and most of the time customers become rude on them, but it's a part of their job, and they cannot back off from the same. The Indian Guy should change his attitude and try to have some knowledge and information regarding the intercultural communication with his colleagues to place himself in a better position.

Conclusion

If it is said that communication is the most important aspect for an organization, for their economic and non economic growth, then it will not be wrong, because it is the only thing from which an organization can interact with their employees as well as their customers in an effective and organized manner. In this assignment, the importance of Intercultural communication has been defined accordingly, which has been initiated pointed out by Liu. The movie attached with the assignment sets a clear example of the

importance of Intercultural communication, as it is now emerged as an essential for the companies to adopt in this globalized world.