

Submit negative message based on ideas in chapter 9

[Business](#)



Memo Wednesday, April 03, care Dave Chief Executive Officer Memo

Communication with employees and customers is an integral part of the business management process. In fact, the several aspects of communication are vital for the development of the organization. Facilitation of open and clear communication among coworkers. The chain of command is vital for the development of communication between coworkers and junior workers. A leader must communicate well with others and also teach others how to communicate clearly. The leader must be a role model for the team in communication within and outside. In organization management, listening entails a far much wider perspective than the normal conceptualized meaning of it. When interacting with workers and other members of management, listening helps in avoiding confusion, helps in understanding task and the creation of a positive connection with the speaker. As a leader, one must be a keen listener of others so as to understand their ideas and concepts. The understanding these ideas are helpful in the developing of a compromised system of communication that increases the understanding of the information put across by the speaker. In order, to be an effective listener, a manager must be able to have face to face encounter with the customer and speak effectively.

Words aptly spoken are like petals of gold in a silver lining. This statement is true even in leadership and organization management. Speaking must not be underestimated because it has massive influence on the people both customers and workers. It is indispensable as a leader to allow coworkers to speak. There is no sense to call a meeting and interrogate or lecture coworkers without giving them a chance to contribute their ideas. As a

leader, allow coworkers to participate and write notes on the various points or issues mentioned by the workers. Do not cut the short to respond to their pleas to show courtesy and respect. In response to their ideas, share your argument with them in an orderly manner without forcing your idea or belittling their idea to make them feel inferior. It is necessary for the leader to highlight the points of argument and reasons for the decision choice made. This is noteworthy because it helps in maintaining the goals and objectives of the organization. Effective communication allows every member of the organization to participate in the running of the organization. During the conclusion of the meeting, the leader must summarize the main points and conclusions arrived at, so that every member present at the meeting is informed of the final decisions reached or agreement or disagreements in policy and principles.

Therefore, as managers of the company we need to be cautious when dealing with customers. Effective customer care is vital in the management and promotion of the company's product. The success of the products and service is directly linked to the service offered by employees. Treating customers issues casually can lead to negativity and brand strength erosion. Perception is vital as such positive perception about the products must be encouraged. In order to achieve positivity, service delivery and problem solving must be efficient. The success of the whole process will depend on the behavior of employees and communication between clients and managers. Therefore, Dave communication is the a cornerstone for the organization.