

# Speaker notes

[Business](#)



Communication Communication is a process of exchanging information or data from the sender to a receiver through word-of-mouth (verbal/oral), sign language or body language (non-verbal). It is very essential for an organization to communicate effectively with its employees as it provides a clear understanding of what is supposed to be done. Furthermore, conflict resolution is another challenging aspect that organizations have to deal with.

In the highlighted case, issues to consider include following: the nature of the offence, the time that the offence is committed, the company policy on the issue and the frequency of commission of similar offences. Therefore, all these aspects play a vital role in determining the degree to which the culprit should be punished. For instance, a repeat offender should receive severe punishment in order to serve as a warning to other workers. In

communication, different types of messages exist. Although there are many types of messages, in this presentation, only three types of messages are considered.

They include: bad-news, good-news, and routine-request messages. One commonality about these types of messages is that they are used in passing of information from one party or parties to another/others. The first type of message considered in the bad news. Bad news messages are a common type of message; although, they are difficult to convey for inexperienced people (DeWitt, 2008). This type of message involves unpleasant information about an issue or an individual. For instance, bad news may center on addressing issues of misconduct within the workplace.

Typically, at the work place bad news could involve passing information about dismissal, demotion, or suspension. In a hospital set-up, bad news could be about a failure of a treatment that is administered or the passing on of a patient. Thus, a key characteristic of this type of communication is based on the unpleasantness of the message that is to be passed. It is easier to deliver this type of message in writing than doing so orally. In order to pass it in writing efficiently, the conveyor should understand all aspects of the information, the state of recipients and the time of the occurrence of the negative event to be conveyed.

Upon knowing such aspects, the conveyor must use a simple language to understand. This approach ensures there is clarity. The second type of information messages is good news. Good news is the reverse case for bad news. Hence, good news is about pleasantries occurrences. Most people hope to hear good news, the same way they detest hearing bad news.

Good news at the workplace could center on conveying information about a promotion, a job offer, etc. in a hospital setting, good news could involve a successful administration of a treatment or full recovery of a patient. In delivering good news, the application of the same approach is advised. Thus, a proper understanding of the people involved as well the use of appropriate language is recommended. The routine-request messages are perhaps the most frequent type of messages that each person uses.

These types of messages are easy to apply given the regularity at which they are used. Thus, a primary characteristic of this type of message is regularity. A good example of these messages is passing information about

daily activities. In a hospital setting, passing information about weekly activities such as a timetable is a good example. In passing the information using the written approach, therefore, it is necessary to comprehend the nature of information to be passed as well as the appropriate language to use (Dolezalek, 2005).

Organizations have various roles they seek when communicating. The communication channel used depends on an individual's role and position in an organization. In the case where an employee bridges the code of ethics by communicating with his friends through the company computer, thus action against the person in question should be taken. As much as there is no harm in communicating to keep in touch with the social self, employees should respect company policies to the latter. The recognized employee has to be summoned by the management.

The communication channel put in place would be formal communication. Moreover, formal communication in organizations is organized and is passed on according to the hierarchy put in place. There is the downward flow from the top management to the general staff or upward flow which is characterized by a flow from the staff to top management. The employee will get a notice through an email followed by a telephone call in order to ensure that the message was sent and received as expected straight from the office instead of sending another employee after him. This keeps the summoning strictly professional.

It also shows that the management is following up on the need that employees adhere to all company policies to identify bridges like then one

being addressed. This communication channel portrays an authoritative approach. When sending the notice a copy of the company policies is attached so that the violated policy is highlighted. This proves that the type of communication to be used is direct. As a matter of fact, direct communication is necessary when dealing with problems at the workplace since the approach sends a clear signal that malpractices are unacceptable.

Before rebuking or indicting a worker, some form of evidence is required. Furthermore, it is necessary to note that the strength of evidence varies. In the case under review, circumstantial evidence is crucial. Circumstantial evidence reflects somebody being caught committing an act. Documentary evidence may also be used.

In this case reviewing the history of visited sites might be retrieved. Lastly, I will close the meeting with the offender by issuing a punishment and insisting that the company's policies cannot be bent at the behest of individual convenience.