

The lower ranked
employees are
restricted to freely



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The main communication channels that are commonly used in my organization are wireline and wireless communication channels. Being a hospitality company, the top officials are frequent interaction with the junior officials for consistency.

The main forms of communication under the wireline channel are telephone calls and computer networks (Middleton, 2002). In this organization, senior officers usually use telephones to communicate within the organization, as well as to organize external meetings and interviews among others. On the other hand, wireless communication channel involves the use of internet through computers, mobile phones, televisions, and radio calls. Since the organization has an official website all official communication within the organization as well as to the organization's clients is done through the internet. Telephone and radio calls are mostly used by the top officials to communicate meetings or emergencies. According to Middleton (2002), some of the main interferences within communication channels resulting into noise are electromagnetic interferences, and interferences of radio frequencies among others.

As it has been revealed, interferences of the electromagnetic system usually cause inefficiency in the performances the entire system, resulting into noises. Further, interferences of the radiation emitted by most of the electronic appliances may interfere with the frequencies in the entire communication system, resulting into noise. One of the main strategies that ought to be incorporated in my organization's communication system is a 'short message' notification for an official message.

Since many officials are not always logged in their e-mails, it would be quite important if the system is made more effective through 'short message' notification for any new message from the administration. It should be noted that, e-mails are not only effective means of communication, but also necessary in the current society dominated by digital communication. Basically communication has largely improved because of technology since it is easier for information to reach large number of audience within a very short time (Middleton, 2002).

According to Middleton (2002), organization's climate affects communication largely. If in an organization there is free interaction between the top and lower officials, communication would be easier and effective. On the other hand, when lower ranked employees are restricted to freely interact with their top officials, communication would be limited among the social classes. Generally, the recurring pattern of behavior within an organization determines a lot the overall communication patterns within the organization. Generally, the organizational climate determines the how inter-group of interpersonal communication trends are facilitated. As reported by Middleton (2002), non-verbal communication is one of the most powerful means of communication within an organization. Non-verbal communication involves the use of body signs and signals to denote a certain meaning.

Some of the main non-verbal communication modes are facial expressions, gestures and changes of behavior. On this basis, the development of skills to read non-verbal communication effectively is important. Through training of the non-verbal language of communication, it becomes possible for the members in the organization to understand each other more accurately.

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After being trained on various implications of the body language, an individual develops appropriate skills necessary to effectively read non-verbal communication. In the organization that I work for, nonverbal communication is largely used in my workplace. In this case, gestures and facial expressions are the main nonverbal communication modes used. For instance, if an individual is not happy with the supervisor's behavior he or she frowns, indicating his dissatisfaction by the supervisor's action or message. More so, gestures are largely used to notify an individual about an attention needed at certain point urgently. Hand gestures are the most popularly used form of gestures in my work place, since the noise made by machines does not enhance effective verbal communication (Middleton, 2002). As held by Middleton (2002), communication within organizations may be either through formal or informal channels.

One of the main advantages of formal communication is that, the messages can be stored for future use. More so, messages from formal communication can be tested for accuracy and reliability. However, informal channel of communication requires formal skills of expressing ideas. On this basis, formal communication is only limited to the elite and skillful individuals within an organization. On the other hand, the main advantage of informal organization is that, it does not require special skills and results into more interpersonal relationships within an organization. However, informal communication channels may be deceptive, resulting into its unreliability for future references. One of the most commonly used informal communications in organizations is rumors. One of the ways in which organizations can use

rumors in their organization is to spread rumor of cutting back to maximize production in their organization.

By being closer to the employees and subsequently paying more attention to the atmospheres of workplace, managers would make employees more productive since they would be more motivated. According to Middleton (2002), it is ultimately not ethical for managers to rely on rumors since they are ultimately unreliable and may arouse tension within the organization. Generally, use of rumors in organizations is an informal communication means which is unethically acceptable as means of communication within organizations, despite being a motivating agent among the employees.

Reference

Middleton, J. (2002).

Organizational Behavior. New York: Capstone Publishing.