

# Communication paper

Business



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. 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. 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. 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. 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. 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.