Workplace Communication Barriers and Management Solutions

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Workplace Communication Problems and Effective Solutions

	Communication Concept	Scenario Illustrating Ineffective Communication	Solution for Effective Communication
1	Upward Communication	In a setting where a front-line representative needs to convey a message of a client to his/her manager. The message was not illustrated completely, which caused the issue to remain unresolved, as the supervisor had incomplete information.	A type of communication which comes from a low leve employee should be complete and precise (Men, 2014). A description of providing information to the top managers was conveyed through a proper channel, i.e. from the supervisor to the line manager and the top manager. It helped in conveying all the information without any errors.
2	Emails	A written email from a line duty supervisor to address the issues to the line manager was done through an email, which did not include the shift manager and the information prior to the situation was not addressed in the email.	Sometimes, situations occur where the shift times of employees are changed, and the information from the previous shift is not provided. A clear email to the line supervisor for the next shift is addressed to solve problems occurring in the course of time.

3	Proposals	A proposal was created by the human resource to conduct a meeting between the employees, which included the top managers and the important concerned personnel of the company. But, the names mentioned in the proposal did not include all the managers, and at the time, some were not present.	Meetings and proposal acceptance are done by the top employees, and when and where they should be conducted (Men, 2014). The issues concern the high management, which then relates to calling upon the whole management in the meeting by personally communicating with them.
4	Social Media	Profiles of a company are made on Facebook and Twitter, to communicate with the audience and tell about the company. The communication includes customers with different nationalities, and the person dealing with the social media of the company is not multilingual.	Effective companies have diverse employees for customer satisfaction (Men, 2014). Training about different languages and ways to address the language with the customers are given by the training department, to be effective in the field of social media communication.
5	Noise in communication	While having a conversation with the manager over an employee appraisal issue over a mobile phone, distortion caused the information to be incomplete and created problems afterwards.	Having weak modes of communication can create long-term problems (Burgoon, Guerrero & Floyd, 2016). Using effective written communication modes like emails and letters reduced the factor of improper communication.
6	Filtration	Writing a form of written message or planning to communicate an oral message and allocating an audience for it by an employee is created by filtering the amount of audience, and important people are de-selected from it.	Utilizing the record lists of the concerned person for any query resolves the issue of miscommunication or getting any person missing from the message communication.

7	Downward communication	In a meeting with some but not all employees, the chief orally announced immediate changes in procedures. The presentation was confusing and left more questions than answers and employees not in attendance did not receive the information.	Best practice: “Written communication is generally the most reliable mode for complex communication” (Burgoon, Guerrero & Floyd, 2016). A detailed addition to the operating procedure manual was prepared before the changes took effect. The chief provided training to supervisors to prepare them for fielding questions and ensuring adherence to the policy.
8	Presentations	In an oral meeting presentation, when an employee was addressing the rules and regulations of the company to the new employees, some points were unclear and missed in the process.	The complete meeting or presentation requires each step to be clear and effectively communicated (Burgoon, Guerrero & Floyd, 2016). It brings upon the need that prior training about choosing the best mode of communication is given to the employees.
9	Group interactions	To address a matter in a time convenient manner, a group was made to provide information from 8 to 10 new employees. As the time was limited, the whole information was not conveyed to the individuals as the group was raising a lot of informal questions.	When in a group perspective, a lot of issues arise from the listeners regarding the topic in disuccsion and the type of communication (Burgoon, Guerrero & Floyd, 2016). It was resolved by defining goals and rules where the indiviuals would interact after the information was completely conveyed.

10	Debates	Interactions in terms of debates caused the audience of the company to have a changed view, as it was before, due to the information which was not provided before, was provided then.	In oral communication, sometimes it happens that the information is miscommunicated and changed after some time (Burgoon, Guerrero & Floyd, 2016). Developing a plan where the information given to the employees at an early stage through a coaching manual was implemented to avoid future errors.
11	Full table discussion	Arising of new ideas which led to new ways to complete tasks.	Communication of ways to achieve tasks was identified at the start of the process.
12	One-on-one interaction	Communicating with employees directly over email and private Facebook chat created feelings of direct attack from the supervisor/manager.	Interacting with the employees directly from the office or meeting room resolves the issue, as face to face communication has more benefits to clarity (Risius & Beck, 2014).
13	Formal letter	In a scenario to address the manager, a letter was written informally in a business environment and it created problems of ethics in the organization.	The training was given to employees about the steps to create a formal message to address the senior employees.
14	Magazines/Newspapers	Some information was left out of the magazine article, which was made to tell about the company to the audience about its launch.	Relevant information like mission, vision, type of company, and products of the company are essential to include in this communication channel (Risius & Beck, 2014).

15	Gestures	While communicating, gestures of negative concepts were identified between different genders working in the company.	Resolving this issue required, sets of records of the issue in discussion and setting up ethical communication standards for the issue.
16	Space	In non-verbal communication, it was found that there was no space while the meeting was happening between employees.	Communication from a leader makes it great to set standards for junior employees.
17	Speaking to a unit	Interacting verbally with a team and providing knowledge about a task did not produce great results, as the information was left behind at several points.	Making up manual reports for each member of the team and getting them to understand it resolved the main issues in this concern (Risius & Beck, 2014).
18	Listening audios	Some departments in the companies did a verbal message communication by providing audio clips of the person they did not know, which created hindrance.	It creates a better understanding with the person having a better view of the subject who is talking, and it was implemented afterwards.
19	Hand movements	The manager points fingers at the audience while talking about regulations in the company.	The usage of gestures and movements was minimized by the management, as it created different meanings while communicating (Risius & Beck, 2014).
20	Unclear receiver	Addressing an issue in a meeting was not clear that the manager or the junior employees were addressed from the start.	Clear perspective that to whom the manager is addressing, was then addressed at the start of the conversation.

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