

SCRIPT – COMMUNICATION AND HUMAN RELATIONS

Cover Page – Slide 1

I welcome you to this session on Communication and Human Relations

Employer-employee interaction includes verbal and non-verbal communication, listening skills, perceived actions, recognizing cultural differences, language barriers, and sometimes conflict.

The primary purpose of a communication is to share information and obtain a response. However, the effectiveness of communication can either improve the standards and atmosphere in the workplace or result in the undesired consequences.

The organizational communication includes many aspects and levels. It is important to understand that both the way the employees communicate between themselves and the communication between the employees and the management are parts of a bigger picture of the organizational ethics and culture.

Therefore, to explain the importance of the effective communication in the workplace, and human relations, one needs to explore the advantages that effective communication provides, barriers that might hinder the communication, and the importance of the human relations skills in the workplace.

Learning Outcomes – Slide 2

But first, let us take a look at our expected learning outcomes.

It is hoped that, at the end of this session, listeners will be able to:

- Define communication and human relation.
- List 4 barriers to effective communication.
- State 3 ways to improve communication, and,
- List 3 goals of human relations.

Introduction – Slide 3

What is Communication?

Let us start, by defining Communication.

Communication is the transfer of ideas from one person (source) to another person (receiver). It is also an exchange of understanding of:

- Ideas
- Message
- Concept

All relating to the achievement of a purpose or set organizational objectives.

What are the Characteristics of good communication? – Slide 4

Articulation: This is the act of expressing an idea or a concept in a coherent verbal form, so that the recipient of the idea or concept may be able to understand and comprehend.

Active listening: This is the ability a recipient of an idea or concept to focus completely on a speaker, understand their message, comprehend the information and respond thoughtfully.

Sharing: this can be described as the distribution of idea, thoughts or concept to users of such ideas.

Respect: Respectful communication is when we listen carefully and respond kindly to others, even if we disagree with them. This helps us express our opinions and thoughts, understand others' perspective, build strong relationships, and solve problems together

Honesty: this can be described as the quality of being fair and truthful and upright.

Ego out: when people always project their own opinions and ideas, their prejudices, background, inclinations, and impulses, they hardly listen especially when involved in emotionally charged conversations. This is called ego.

Channels of Communication – Slide 5

What are the Channels of Communication?

Formal:

Formal communication refers to the flow of official information through proper, predefined channels and routes. The flow of information is controlled and needs deliberate effort to be properly communicated. Formal communication follows a hierarchical structure and chain of command.

The structure is typically top down, from leaders in various departments and senior staff in the organization, which funnel down to lower-level employees. Employees are bound to follow formal communication channels while performing their duties.

Formal communication is considered effective as it is a timely and systematic flow of communication. Examples of formal communication include: Memos, Intranet, Meetings, Conferences, Formal One-on-Ones, Bulletin Boards.

Informal:

In comparison, informal communication refers to communication which is multi-dimensional. Informal communication moves freely within the organization and is not bound by pre-defined channels and communication routes. Informal communication is particularly quick.

Informal communication is far more relational than formal communication and is by nature, a very natural form of communication as people interact with each other freely and can talk about a diverse range of topics, often extending outside of their work duties. Due to the inherent nature of informal communication, it moves a lot faster and does not have a paper trail.

Informal communication in the workplace is often called the 'grapevine' and generally begins with employees through social relations. In many cases informal communications can turn to formal communication if they are added in to the formal communication information flow of a company.

Informal communication is considered effective as employees can discuss work-related issues which saves the organization time and money. It also helps to build more productive and healthy relationships in the workforce. Examples of informal communication are Gossip, Single Strand, Cluster, and Probability Chain.

Grapevine:

Grapevine is a channel through which the actual communication between various troops of the organization takes place and gives out the desired outcome.

Since it is unstructured and not under complete control of management, it moves through the organization in every direction. It moves upwards, downward, and diagonally, within and without chains of command, between workers and managers, and even with and without a company.

Can you name some examples of the channels of communication for formal, informal and grapevine apart from the ones I have mentioned?

Purpose of Communication – Slide 6

- To pass information
- To create awareness
- To stimulate interest
- To instruct
- To educate
- To pass on knowledge
- To request

Types of Communication – Slide 7

Verbal: Verbal communication is the use of words to share information with other people. It can therefore include both spoken and written communication. However, many people use the term to describe only spoken communication. The verbal element of communication is all about the words that you choose, and how they are heard and interpreted.

Written: A 'Written Communication' means the sending of messages, orders, or instructions in writing through letters, circulars, manuals, reports, telegrams, office memos, bulletins, etc. It is a formal method of communication and is less flexible.

Non-verbal: Nonverbal communication types include facial expressions, gestures, paralinguistics such as loudness or tone of voice, body language, proxemics or personal space, eye gaze, haptics (touch), appearance, and artefacts.

Factors to consider when choosing Type of Communication – Slide 8

As managers, the choice of which method to use depends on several factors:

- Urgency of message
- Accuracy of message
- Secrecy
- Distance

Communication Flow – Slide 9

Downward Communication.

Downward communication is the information that is exchanged between a manager and a subordinate. In the best of cases, the information is clear and direct.

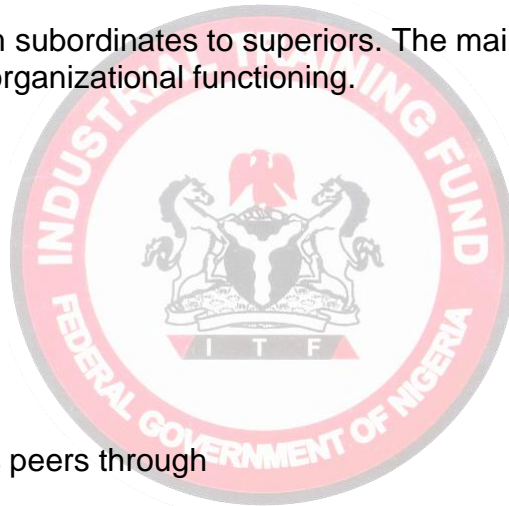
Examples of Downward Communication include:

- Presentation
- Manuals
- Company rules
- Notices
- Letters
- Instructions
- Circulars
- Orders
- Bulletins
- Group meetings

Upward Communication.

It refers to communication from subordinates to superiors. The main purpose is to provide feedback on several areas of organizational functioning.

- Report Writing
- Memo
- Business proposal
- Suggestion box
- Grievance committee
- Business report
- Staff meeting



Horizontal Communication

A staff relays a message to his peers through

- Memos
- Face to face
- Telephone
- Meetings

Principles of Effective Communication – Slide 10

As managers, you must make sure that you clarify your ideas before communicating them. Be mindful of the over tones, as well as the content. Bear in mind that, some people are better at expressing themselves than others.

- Try to remove barrier
- Clear channel of communication

Barriers to Communication – Slide 11

Regardless of the type of communication: verbal, nonverbal, written, listening or visual, if we don't communicate effectively, we put ourselves and others at risk. Besides physical and technical barriers, there are six barriers to effective communication every employee and manager should strive to eradicate.

1. **Failing to listen.** Active listening is an important aspect of effective communication. You cannot engage with someone if you are not listening to them because you will tend to make assumptions about their needs based on your perceptions versus reality.
2. **The lack or loss of enthusiasm for one's job.** If you are unhappy or have lost interest in your job, you are far less likely to communicate effectively – both on the giving and receiving ends. In other words, your heart isn't in it. This barrier is perhaps the most difficult to overcome because it involves changing a mindset, and thus it typically doesn't change until the person leaves.
3. **Lack of Transparency & Trust.** It is extremely difficult to communicate anything when there is a lack of transparency and trust. For example, if your staff believes you are holding something back, they will be anxious, some will speculate, and as a result, it will be more difficult for them to process any attempt you make to communicate with them.
4. **Language differences.** Communication is only effective if the recipient of a message understands the language or accent with which the message is conveyed.
5. **Cultural difference.** This is also, another barrier to effective communication. This is because, certain practices which are considered to be of great significance in some culture, are either not considered so or are seen as taboo in another.
6. **Expectations and prejudices.** This may lead to false assumptions or stereotyping. People often hear what they expect to hear rather than what is actually said and jump to incorrect conclusions

OVERCOMING BARRIERS TO EFFECTIVE COMMUNICATION – Slide 12

- Adjusting to the world of the receiver.
- Using feedback.
- Using reinforcement.
- Reinforcing words with actions.
- Using direct, simple language.
- Using face-to-face communication.
- Using different channels of communication.
- Reducing problem of size

Improving Communication Skills – Slide 13

- Appeal to human needs
- Repeat your messages
- Have an empowered attitude
- Discuss differences in perspectives
- Check for comprehension
- Minimize defensive communication
- Improve your voice
- Improve your listening skills

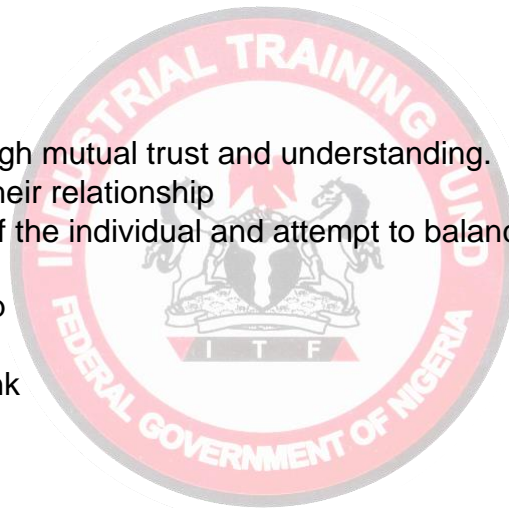
Human Relations – Slide 14

What are Human Relations (HR)?

It is the connectedness that exists between people working together.
It is in the behaviour and attitudes of people especially in organizations

Goals of HR – Slide 15

- Get people to work
- Get co-operations through mutual trust and understanding.
- Gain satisfaction from their relationship
- Get to know the goals of the individual and attempt to balance them against that of the organization
- Provide good leadership
- Provide security
- Good communication link



Conclusion – Slide 16

In Conclusion, Theodore Roosevelt, once said, the most important single ingredient in the formula of success is knowing how to get along with people.