**listening** is the process of analyzing the sounds, arranging the recognizable patterns and understanding the message what the sender want to convey to the receiver.

**Five Process:**

**Receiving:**

In this someone hear a sound and he receive patterns of a sound.

The good listener tried to overcome distractions like environmental noise, surrounding noise.

**Understanding:**

In this analyzing and stressing on it so that it will be better to understand what it says.

The good listener is to just stress on the sound which just received and leave other things behind because one cannot do multiple things at once.

**Remembering:**

In this, one just saves in his memory what it understands from the patters it received.

A good listener tried to make his brain sharp so that he won’t forget the thing he just remembered.

**Evaluating:**

In this, it tells to evaluate if there is some sort of problem to be solved.

A good listener tried to ask question more question and try to clear his mind so that he will be able to evaluate soon and fast.

**Responding:**

In this feedback is given, like to respond.

A good listener tried his best and focus clearly on the sound before giving feedback.

Hi Employees

"I want to welcome you all to our little family here in the United States. It's time we shook hands in person and not across internet. I'm very excited about getting to know you all, and I for one will do my best to sell you on America."

Thanks Boss

In this email , the formal format was missing and also the recipients were not greeted properly.\

In this situation, First I will give a positive feedback. Then if our boss is helpful and takes care of the employees regardless of his personal benefits. She gives constructive feedback and helps us to develop our skills. She is master of all traits but sometimes we still wish to see her more amiable to us while accepting the feedback.

By this way, she got the feedback that she is not amiable and blasts anyone.

The Formal direction of the information travels within the organization can be: Upward, Downward, Lateral/Horizontal and Diagonal.

Grapevine is a form of informal communication which is defined as unstructured and informal network formed on social relationship rather than organizational charts or job descriptions. Operates both in internal and external informal channels which can contribute to and benefit the organization.

Managers should aware of Grapevine because it is an informal communication so managers should know what and where the information travel.