

3. Communication Tools

Thanks to technology, there are many ways we can communicate with other people – quickly, easily and across long distances.

In the past, people used letters or face-to-face meetings. Today, we use telephones, emails, and video conferences.

Telephoning

- One of the most common communication tools.
- **Fast** and useful for **urgent problems** or quick decisions.
- Used in both **personal and business life**.
- You can **hear the person's voice**, which makes it more personal.
- Can be used from almost **anywhere** (with mobile phones).

Advantages:

- Real-time communication
- Easy to use
- No internet needed

Disadvantages:

- No visual contact (no body language or facial expressions)
- Sometimes expensive (especially international calls)
- People can interrupt each other more easily

Emailing

- One of the most popular written tools.
- Used for **formal and informal messages**.
- You can **send files, documents**, or links with it.
- It is **fast, cheap, and can be saved** for future reference.

Advantages:

- Can be read anytime
- You have everything in writing
- You can send it to many people at once
- Good for sending official or business documents

Disadvantages:

- Can be ignored or forgotten
- No emotion – the message can be misunderstood
- Slow in urgent situations

Videoconferencing

- A modern way of communication using the **internet and video**.
- Programs: **Zoom, Microsoft Teams, Google Meet**.
- Very useful for **international meetings or remote work**.
- Became very popular during the **Covid-19 pandemic**.
- Combines video, voice and screen sharing.

Advantages:

- You can see and hear the other person
- Saves travel time and costs
- Good for group meetings

Disadvantages:

- Needs a good internet connection
- Technical problems may occur
- Not suitable for all types of communication

Conclusion

Each of these communication tools has its own advantages and disadvantages.

In modern business, we usually combine them – for example, use emails for reports, phone calls for quick updates, and video meetings for team cooperation.

Personally, I think videoconferencing is the most effective tool today because you can see and hear people and work together even if you're far away.

Useful Vocabulary

CZ	EN
komunikační nástroj	communication tool
telefonování	telephoning
videokonference	videoconference
rychlý / rychlost	fast / speed
soubor / dokument	file / document
výhoda	advantage
nevýhoda	disadvantage
doručit / odeslat	to deliver / to send

CZ	EN
hlas	voice
řešení problému	problem solving
spojení	connection
porucha / technické problémy	failure / technical issues
sdílet obrazovku	to share screen
osobní / formální	personal / formal
pracovní schůzka	business meeting
připojit se	to join
vzdálená práce	remote work
pracovní prostředí	work environment
být k dispozici	to be available