

Lab 6A - Annotated Bibliography

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Topic: Communication at Workplace

At the foundation of an organization's culture and future performance is the way in which communication and information are shared and created. The process of business communication is how we transmit ideas, thoughts, and knowledge to the people in our organization. Whether these thoughts or ideas are complex or simple, it's the process of communication that brings ideas from an individual to a business environment.

Chan, C. S. (2021). Helping university students discover their workplace communication needs: An eclectic and interdisciplinary approach to facilitating on-the-job learning of workplace communication. *English for Specific Purposes*, 64, 55-71.

This paper explores the work-integrated learning (WIL) programs and its impact on the students. The main aim of this paper is to improve students at workplace discourse, language skills and effective ways of learning communication skills. Different aspects of communication in the workplace, such as the meaning of communication, professional ethics in communication and how students can build their confidence by communicating effectively and effectively at their workplaces (Chan, 2021). The students should take part in the activities proposed, using a critical thinking approach on the communication skills models used. In the future, these students can take various leadership positions and lead the organizations. The paper describes the development of a model called the Language Awareness Training Model, which aims to build learning motivation, improve the quality of learning, increase active participation, improve memory, listening skills, and creativity and communication skills.

Sias, P. M., & Shin, Y. (2019). Workplace relationships. In *Origins and Traditions of Organizational Communication* (pp. 187-206). Routledge.

This paper explores the workplace relationships with organizational communication. More specifically, it examines the extent to which social skills as a work characteristic and the interaction processes between supervisor and worker affect employee-perceived quality of the communication. Communication has been widely discussed as a crucial factor in the formation

of workplace relationships (Sias & Shin, 2019). However, it has proven challenging to clearly define the concept of communication and to determine its central characteristics. Communication is a multidimensional concept that may be classified under one of three overarching principles: the exchange of information (i.e., communication), the relationship between participants (i.e., interaction), and the quality of those relationships (i.e., relationship quality). Communication, as an organizational instrument, can be utilized to achieve organizational goals and tasks. The goals and tasks can be achieved through organizational communication. Moreover, communication plays a very important role in the organization. Communication is an essential factor for successful organizations.

Ljajić, S., & Pirsl, D. (2021). The role of internal communication and workplace language in positioning of organizations. *Društvene i humanističke studije*, 6(1 (14)), 441-452.

This paper explores the role of internal communication and workplace language in positioning of organizations. It explores how organizational language impacts how organizational members interact with one another. The use of internal communication as a form of organizational image management and analyze the communication practices in terms of how the organizational discourse is being shaped by internal communication. Authors also explore communication about organizational values to emphasize the importance of communication in organizational positioning. The findings suggest that organizational members' communication and language choices can significantly impact their positioning within the organizational context (Ljajić & Pirsl, 2021). The authors examined the impact of corporate culture on communication style. The study was conducted on three levels: individual, group, and organization. For future employees, the author presents an attractive corporate culture and a high degree of responsibility to the individual and to the organization.

References

- Chan, C. S. (2021). Helping university students discover their workplace communication needs: An eclectic and interdisciplinary approach to facilitating on-the-job learning of workplace communication. *English for Specific Purposes*, 64, 55-71.
- Ljajić, S., & Pirsł, D. (2021). The role of internal communication and workplace language in positioning of organizations. *Društvene i humanističke studije*, 6(1 (14)), 441-452.
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