Professional Communication

- **Professional communication refers to verbal, written, visual and digital forms of providing information in the workplace context.**
- **Effective professional communication is important in today's world.**
- **Most problems in a company result from poor communication.**

What are the types of professional communications? Different types of communications are used for professional purposes. Generally speaking, communication can be classified as verbal, nonverbal, or visual. Some people add more categorization, such as interpersonal communication. … For example, you communicate verbally, digitally and through writing.

Why is professional communication important? This will help you work effectively in a group. You need to listen to your own person's ideas, though your own should be able to communicate clearly and effectively. Good communication can help to create a positive working relationship, so your team works together more effectively and productively.

Communication skills

1. Presentation skills

Presenting information clearly and effectively is a key skill in getting your message across. Today, presentation skills are required in almost every field, and most of us are required to give presentations

on occasions. While some people take this in their stride, others find it much more challenging.

2. Negotiation skills

Negotiation is a method by which people settle differences. It is a process by which compromise or agreement is reached while avoiding argument and dispute.

Specific forms of negotiation are used in many situations:

international affairs, the legal system, government, industrial disputes or domestic relationships Negotiation skills can be of great benefit in resolving any differences that arise between you and others.

Stages of Negotiation

In order to achieve a desirable outcome, it may be useful to follow a structured approach to negotiation. For example, in a work situation a meeting may need to be arranged in which all parties involved can come together.

The process of negotiation includes the following stages:

1. **Preparation**
2. **Discussion**
3. **Clarification of goals**
4. **Negotiate towards a Win-Win outcome**
5. **Agreement**
6. **Implementation of a course of action**

3. Business writing skills

Business writing is a type of writing that is used in a professional setting. It is a purposeful piece of writing that conveys relevant information to the reader in a clear, concise, and effective manner. It includes client proposals, reports, memos, emails, and notices.

https://www.goskills.com/Course/Business-Writing

4. Influencing skills

Influencing skills is about behaving in ways that offers others the invitation to change (their behaviour, attitudes, thoughts, and ways) and/or accommodate your own wishes whilst accepting that they may be unable to or unwilling to, or are unprepared to meet our request to be influenced

https://www.youtube.com/watch?v=al1iNKlru7Q

5. Cross cultural communication

Cross-cultural communication occurs when people with different nationalities, styles of working, age, race, ethnicity, gender, sexual orientation communicate. It tries to negotiate, exchange, and intermediate cultural differences via verbal and non-verbal forms of communication.

https://www.youtube.com/watch?v=nT3Adjs3rGM

6. Win-win conversation/negotiation

Win-win negotiation is a negotiation style in which the interests of both parties are taken into consideration to end the discussion positively and gain maximum benefit. A win-win negotiation is for this reason, a discussion instead of a competition. Based on a conversation, parties exchange interests and see how help can be provided to build a long-lasting relationship.

If one of the parties would think to end the negotiation in a win-lose outcome, the likelihood is high that the other party feels that unfair practices occur, and the relationship might get damaged.

https://www.youtube.com/watch?v=zin0UPm2sxE

7. **Selling skills**
   https://www.youtube.com/watch?v=_rkgZDu0vXg

8. Teamwork

Teamwork is working respectfully and effectively <u>with a group</u> and doing your share. Many basic character strengths, such as communication, self-control, and humility, <u>support a person's ability to work on a team</u>. Teamwork is more than getting along with people. The key to being a good team player is the ability to put a group's needs above your own.

https://www.youtube.com/watch?v=fUXdrl9ch_Q

https://www.youtube.com/watch?v=kYjqtLCNqSA

What are the principles of professional communication?
Effective communication: The perfect five principles. Most good lawyers have perfected the four basic skills and turned them into an art form: <u>listening, reading, writing and speaking</u>. <u>Business professionals collectively refer to these four skills as effective communication skills.</u>

- What is the difference between general communication and professional communication?

<u>Professional communication</u>, in contrast to general communication, <u>is governed by professional policy</u> although they are both governed by the same principle and share many common characteristics. Communication networks are usually a top-down in large companies, the flow of information is basically top to bottom.

What is the 7C of communication?
7 cs of communication

Your most effective C is usually completeness, courtesy, accuracy and precision, consideration and concentration.

Why is professional communication important in the workplace? Workplace communication is very important to companies because it allows companies to be productive and manage effectively. Employees can experience increased morale, productivity and commitment if they are able to discipline and communicate below in an organization.

Principles of effective communication

An effective communication system is based on the following principles:

(1) Principle of Clarity in Ideas:
Idea should be clear in the mind of the sender as to what he wants to say. According to Terry the principle of effective communication is 'first to fully inform oneself.' The clearer the thought the more effective is the communication.

(2) Principle of Appropriate Language:
According to this principle, the communication should always be in a simple language. Ideas should be clear and be devoid of any doubt. Technical words and words having various meanings should be used to the minimum.

(3) Principle of Attention:
The purpose of communication is that the receiver of information should clearly understand its meaning. It means merely transferring information is not communication and it is important that the receiver should understand it. This is possible only when the receiver takes interest in the message and listens to it attentively.

(4) Principle of Consistency:
According to this principle, communication system should maintain consistency in the objectives of the enterprise, its procedures and processes. It means communication should be in accordance with the policies laid down for it.

(5) Principle of Adequacy:

The information sent to the receiver should be sufficient and complete in every respect. Information more than the need or less than the need is harmful. In the context of business incomplete information is dangerous. The sufficiency of information depends on the ability of the receiver. If the receiver happens to be capable more information can be given with the help of a few words. On the contrary, in case of a less capable receiver more details are needed.

(6) Principle of Proper Time:

The messages should reach the receiver whenever they are needed. Late messages are meaningless and the utility of communication is ended. Hence, the message should be sent before the actual need keeping in mind the time required for communication.

(7) Principle of Informality:

Formal communication has a prominent place among the channels of communication but informal communication is not less important. There are some problems which cannot be solved with formal communication but informal communication does succeed in solving them. Therefore, informal communication should also be given recognition in the organisation.

(8) Principle of Feedback:

It is essential for the sender of the message that he should know about the success of the message. It means that he should see whether the receiver has understood the message or not. Feedback is easily obtained in a face to face communication with the help of the facial reactions of the receiver. In the written communication the sender can get the feedback by using appropriate means.

(9) Principle of Integration:

Communication should be able to introduce all the employees in the enterprise with its objectives so that all the employees move unitedly towards the goal.

(10) Principle of Consultation:

The suggestions of all the persons concerned should be invited while making plans for communication. The obvious benefit of such a move will be that all those who are invited while making plans for communication and taken into confidence will contribute to the success of the communication system. Planning for communication aims at determining as to when, how and through what medium communication is to be done among people working at different levels.

(11) Principle of Flexibility:
Communication system should be able to absorb the changes in the organisation. A communication system that cannot absorb changes according to the need becomes meaningless.

(12) Principle of Economy:
Communication system should not be unnecessarily costly. As far as possible unnecessary messages should be reduced to the minimum to make communication economical. No single employee should be burdened with the work of communication.

(13) Principle of Proper Medium:
In order to make communication effective it is necessary not only to have clarity of ideas, consistency and completeness but also to make a proper choice of medium. For example- the managers should make use of oral communication for individual communication and written communication for policy matters.

Effective communication means communication free from barriers. Though ideal communication free from all barriers is seldom achieved, communicators should acquire communication skills and enhance effectiveness of their communication.

Collaboration

What is the meaning of collaboration?

- The process of two or more people of organizations working together to complete a task or achieve a goal.

- It is also defined as two or more people working together to achieve shared goals.

Collaboration allows diverse skill sets and knowledge reserves to be harnessed together to set a comprehensive content strategy that is designed to achieve business goals.

What are the different types of collaboration?

When it comes to organizational collaboration, it is easy to get confused between the kinds and types of collaboration that make up the phenomenon. However, with a basic understanding of the types of collaboration, your organization can better define the shortest path to a digital transformation.

- The basis of effective collaboration is the existence of a set of digital tools and a responsive organizational culture that enables effective teamwork.

  With both these things in place, you are already well primed to set out to redefine the types of collaboration within your organization.

Here are the different types of collaboration within an organization.

1. Team collaboration

Team collaboration involves collaboration within a team where everyone knows everybody else, their skill sets and their contribution to work at large.

A team leader usually leads the team towards effective collaboration and leads the charge to keep the balance within the team.

2. Contextual collaboration

[Contextual collaboration](#) happens when you bring all of your digital tools together on one single digital workplace platform so your entire team can access all the files and data they need without having to switch between apps or tools when they need to collaborate.

3. Cross-functional collaboration

[Cross-functional collaboration](#) happens when teams from various departments or verticals come together to accomplish a common goal for the entire organization. A [digital workplace](#) enhances the potential of cross-functional collaboration by offering all avenues required to make it work.

4. Community collaboration

It is centered around learning and sharing knowledge within teams as opposed to carrying out tasks or completing work in team collaboration. Its usefulness lies fact that senior members of a team can freely share knowledge they have accumulated with individual team members.

5. Social collaboration

When team members can reach any other team member or a group of team members on a real-time basis on a platform designed to accommodate such features, you have achieved [social collaboration](#).

6. Cloud collaboration

With the technology of our times, we might just have stumbled onto the greatest collaboration paradigm of them all. The age of [cloud collaboration](). With a digital workplace and cloud collaboration, your teams can upload, access, work on and deliver their work entirely on a cloud based digital workplace platform. All stakeholders can be added to a document as it exists live on the cloud. Collaboration takes on a whole new meaning here as individual team members can contribute to work without having to be physically present in the office. A cloud based collaboration software[1] is a must have for any business that wants to succeed in the current landscape.

7. Virtual Collaboration

With the advent of digital workplace technology, [virtual collaboration]() has become a buzzword that resonates around the world. Virtual meetings are no longer the forte of distributed teams. They have become mainstream. The key to success in such an environment is to invest in a digital workplace platform that can bring your business all the benefits of virtual meetings and the convenience of a platform that also allows you to access work resources within it. There are very few tools available that let you do all of this and much more. The key is to focus on what your organization needs and then going out and finding it

What are Communication and Collaboration?

Communication is the exchange of information to achieve a better understanding.

Collaboration is the exchange of information, and things, to advance the state of a collaborative product.

What each one shares, at the core of each, is the exchange of information. Collaboration just adds the goal of moving a collaborative product forward, but without communication, collaboration cannot happen.

communication and collaboration are one and the same? Communication allows relationships to function, and the functioning of those relationships allows collaboration to not only occur but to be productive.

Interpersonal communication

It's simple, really. The most straightforward, basic interpersonal communication meaning is "face-to-face communication."

What Is Interpersonal Communication?

Interpersonal communication is exchanging information, meaning, feelings, and opinions between two or more people via verbal and non-verbal means. Although we mentioned "face-to-face" communication previously, today's technology compels us to expand its definition to include media such as phone calls and online messaging.

Types of Interpersonal Communication

The first step in answering "what is interpersonal communication?" is breaking it down into four distinct types.

- Verbal: In other words, speaking. This term covers the words you use, how persuasively you speak, the language you use

- Listening: You can make a good case for listening as the most important interpersonal communication skill. It covers the ability to listen attentively, whether you're using your ears to listen "in-person" or some other means, say, over the Internet

- The best listeners are people who can focus their attention on the speaker to make the latter feel like they're the sole and most important person in the room.

- The Written Word: Thanks to the Internet age and situations requiring isolation (e.g., the pandemic), good written communication skills have become an asset. Whether you're on social media, in the workplace, or even texting on your phone, you must know how to get your point across in writing. This type includes emojis, grammar, clarity, tone, and even punctuation. After all, there's a vast difference between "Let's eat, Grandma!" and "Let's eat Grandma!"

- Non-Verbal: This final type covers body language, facial expressions, tone of voice, and gestures. Again, it's essential that the listener picks up and correctly interprets non-verbal cues.

Elements of Interpersonal Communication

Now that we've established the types of interpersonal communication, we can take the next step in understanding this concept by breaking it down into six separate elements to answer "what is interpersonal communication?".

- The Communicating Parties: There's no communication without a sender and a receiver. However, many people mistake assigning only one speaker and one listener to the conversation. Effective interpersonal communication requires all parties to assume both roles, sending and receiving the message at the appropriate time.

- The Message Itself: This element covers the information in all possible forms, including speech and non-verbal communication.

- Extraneous Noise: Noise includes anything that interferes with, distorts, or overpowers the message. This element comprises everything from physically-based noises (e.g., traffic sounds, a screaming baby at the next table over) to more abstract difficulties such as cultural misunderstanding, overblown corporate jargon, showing disinterest, or inappropriate body language.

- Feedback: This element blurs the line with the "sender and receiver" idea, but it's distinct enough to be considered separate. Feedback is limited to immediate reactions to a sent message. Feedback could be anything from verbal (e.g., "I agree," or "I'm confused; what do you mean?") to non-verbal (e.g., facial expressions, changes in body language/stance).

- Context: Have you ever heard the phrase "Read the room!"? That means the speaker should be paying attention to the general mood and atmosphere of the listeners and where they are. Context includes physical location, the mood/emotional climate of the audience, and social context.

- The Channel: This element covers moving the message from the sender to the receiver and refers to vision and speech.

The Four Principles of Interpersonal Communication

- **It's Unavoidable**: Unless you're a hermit living in a cave, you will inevitably interact with others in one manner or another. Even if you're a shut-in, thanks to something like a quarantine, you will still have the opportunity for interpersonal communication (e.g., phone, Skype, texting).

- **It's Permanent**: You can't take back what you have written or said. Even if you make amends with an apology or try to walk back your comments, people don't forget words easily. And remember, Internet content is forever.

- **It's complicated:** Not everyone has the same frame of reference or is equally adept at picking up subtle clues or getting the hint.

- **It's Contextual:** Sometimes, we can't control what people hear our message, where they are, their mood and mindset, and their level of comprehension.

Interpersonal Communication Examples

Here are some common examples of interpersonal communication. You will notice how they reference the different interpersonal communication types.

- **Emails:** This example is a ubiquitous form of interpersonal communication in our era of increased online usage. Unfortunately, we can't always communicate nuance and tone, leading to misunderstandings. Consequently, you need good written communication skills.

- **Phone calls**: Yes, people still use their smartphones for actual speaking! However, since most phone calls lack visual cues, you should have strong verbal communication skills.

- **Presentations**: You know what this involves if you've ever heard a lecture or been in a business meeting. Presentations typically incorporate every type of interpersonal communication. The speaker needs good verbal skills, uses gestures and expressions effectively, refers to written texts and other visual aids, and understands how the audience feels and receives the message.

- **Texting:** You knew we'd touch upon this one, right? Texting is less formal and structured than emails, so the communicator should grasp casual conversation skills.

- # The Importance of Interpersonal Communication

  - Interpersonal communication is a valuable "soft skill" in many job descriptions. Strong interpersonal communication skills help people better express their emotions and thoughts and cultivate a stronger sense of empathy for others.

- Interpersonal communication is also a vital part of being a team player or a group leader, things that recruiters are always looking for.

- If you have solid interpersonal communication skills, you can clearly express your intentions and thoughts, enriching your professional relationships and personal life.

- So many conflicts stem from simple misunderstandings. Strong interpersonal communication skills help reduce the likelihood of these misunderstandings, which subsequently lowers the risk of arguments, hurt feelings, grudges, and problems with morale.

- Do you wish to become a seasoned project manager? Gain the right skills with [project management certification](#) program and excel in your career, starting today!

Why interpersonal skills are important

- Interpersonal skills are important for communicating and working with groups and individuals in your personal and professional life. People with strong interpersonal skills tend to build good relationships and can work well with others. They understand family, friends, coworkers and clients well. People often enjoy working with colleagues who have good interpersonal skills.

- Other benefits of interpersonal skills include the ability to solve problems and make good decisions. You can use interpersonal communication skills and the ability to understand others to come to the best solution or make the best decision for everyone involved.

- Many employers try to hire staff with strong interpersonal skills because these individuals often work well on teams and collaborate with their colleagues effectively. People with interpersonal skills also tend to make good leaders because of their ability to communicate with and motivate those around them.

Interpersonal skills that are important at work
- While all interpersonal skills can benefit people in the workplace, interpersonal communication is key to working as a team and reaching shared goals. Here are six interpersonal communication skills that are particularly significant at work.

- Verbal communication
- Your ability to speak clearly, confidently and appropriately for the situation can help you communicate effectively with others. Choose the correct tone and vocabulary for your audience.
- For instance, speak formally and professionally during meetings and presentations. Avoid using complex or technical language when trying to explain things or when talking to customers. Ask questions when you need to clarify information.
- Active listening
- Active listening is the ability to pay full attention to someone when they speak and to truly understand what they are saying. You are engaged with the speaker and show that by giving verbal and nonverbal responses, including eye contact, nodding and smiling. Active listening also involves paying attention not just to what someone is saying but also to their nonverbal cues. Ask and answer questions to show that you are listening and interested.
- Active listening is important for communicating effectively and preventing misunderstandings at work. It allows you to understand the information or instructions your coworkers or manager give you. It can also encourage colleagues to share their ideas and collaborate.
- Nonverbal communication
- Your posture, expression and gestures can say just as much as your words. When communicating with coworkers and managers, be aware of your nonverbal cues as much as what you say. Gestures like nodding, smiling and being relaxed are all signs that you're listening to someone and are engaged in the conversation. This said, avoid other gestures, expressions and posture such as crossed arms, restless behavior and shifting your eyes.
- Empathy
- Empathy, also known as emotional intelligence, is the ability to understand others' emotions, needs and ideas from their point of view. People who are empathetic have awareness and compassion when communicating. Empathy in the workplace can be good for morale and productivity and can help prevent misunderstandings between employees. By showing empathy, you are more likely to gain your colleagues' trust and respect.
- You can use your interpersonal communication skills to help resolve issues and disagreements in the workplace, whether they involve you and a colleague or other parties. This might involve skills such as negotiation, persuasion and understanding both sides of the argument. Listen closely to everyone involved and try to find a solution that benefits all of you. Good conflict resolution skills can lead to a more positive and collaborative work environment. They can also earn you respect and trust from your colleagues.
- Teamwork
- Groups of employees who can communicate and work well together have a better chance of success and achieving common goals. Being a team player can help you avoid conflict and improve productivity. Do so by offering to help your coworkers when needed and asking them for their feedback and ideas. When team members do give their opinions or advice, listen and react positively. Be encouraging and optimistic when working on projects or in meetings.

What is an email?

Electronic mail, commonly shortened to "email," is a communication method that uses electronic devices to deliver messages across computer networks. "Email" refers to both the delivery system and individual messages that are sent and received.

Email has existed in some form since the 1970s, when programmer Ray Tomlinson created a way to transmit messages between computer systems on the Advanced Research Projects Agency Network (ARPANET). Modern forms of email became available for widespread public use with the development of email client software (e.g. Outlook) and web browsers, the latter of which enables users to send and receive messages over the Internet using web-based email clients (e.g. Gmail).

Today, email is one of the most popular methods of digital communication. Its prevalence and security vulnerabilities also make it an appealing vehicle for cyber attacks like phishing, domain spoofing, and business email compromise (BEC).

How does email work?

Email messages are sent from software programs and web browsers, collectively referred to as email 'clients.' Individual messages are routed through multiple servers before they reach the recipient's email server, similar to the way a traditional letter might travel through several post offices before it reaches its recipient's mailbox.

Once an email message has been sent, it follows several steps to its final destination:

1. The sender's mail server, also called a Mail Transfer Agent (MTA), initiates a Simple Mail Transfer Protocol (SMTP) connection.

2. The SMTP checks the email envelope data — the text that tells the server where to send a message — for the recipient's email address, then uses the Domain Name System (DNS) to translate the domain name into an IP address.

3. The SMTP looks for a mail exchange (MX) server associated with the recipient's domain name. If one exists, the email is forwarded to the recipient's mail server.

4. The email is stored on the recipient's mail server and may be accessed via the Post Office Protocol (POP)* or [Internet Message Access Protocol (IMAP)](#). These two protocols function slightly differently: POP downloads the email to the recipient's device and deletes it from the mail server, while IMAP stores the email within the email client, allowing the recipient to access it from any connected device.

To continue the postal system analogy, imagine Alice writes a thank-you note to Bob. She hands the letter to the mail carrier (MTA), who brings it to the post office to be sorted. At the post office, a processing clerk (SMTP) verifies the address written on the envelope. If the address appears to be written correctly and corresponds to a location that can receive mail (MX server), another mail carrier delivers the letter to Bob's mailbox. After picking up the mail, Bob might keep the note in his desk drawer, where he can only access it at that location (POP) or put it in his pocket to read at any location (IMAP).

The current version of the POP protocol is named POP3.

What are the parts of an email?

An individual email is made up of three primary components: the SMTP envelope, the header, and the body.

SMTP envelope

The SMTP "envelope" is the data communicated between servers during the email delivery process. It consists of the sender's email address and the recipient's email address. This envelope data tells the mail server where to send the message, just as a mail carrier references the address on an envelope in order to deliver a letter to the correct location. During the email delivery process, this envelope is discarded and replaced every time the email is transferred to a different server.

Header

Like the SMTP envelope, the email header provides critical information about the sender and recipient. Most of the time, the header matches the information provided in the SMTP envelope, but this may not always be the case. For instance, a scammer may disguise the source of a message by using a legitimate email address in the header of an email. Because the recipient only sees the header and body of an email — not the envelope data — they may not know the message is malicious.

The header may also contain a number of optional fields that allow the recipient to reply to, forward, categorize, archive, or delete the email. Other header fields include the following:

- The **'Date'** field contains the date the email is sent. This is a mandatory header field.

- The **'From'** field contains the email address of the sender. If the email address is associated with a display name, that may be shown in this field as well. This is also a mandatory header field.

- The **'To'** field contains the email address of the recipient. If the email address is associated with a display name, that may be shown in this field as well.

- The **'Subject'** field contains any contextual information about the message the sender wants to include. It is displayed as a separate line above the body of an email.

- The **'Cc' (carbon copy)** field allows the sender to send a copy of the email to additional recipients. The recipients marked in the 'To' field can see the email address(es) listed in the 'Cc' field.

- The **'Bcc' (blind carbon copy)** field allows the sender to send a copy of the email to additional recipients. The recipients marked in the 'To' field cannot see the email address(es) listed in the 'Bcc' field.

Body

The body of an email contains any information the sender wishes to send: text, images, links, videos, and/or other file attachments, provided that they do not exceed the email client's size restrictions. Alternatively, an email can be sent without any information in the body field.

Depending on the options provided by the email client, the body of an email can be formatted in plain text or HTML. Plain text emails do not contain any special formatting (like non-black font colors) or multimedia (like images). They are compatible with all devices and email clients. HTML emails *do* allow formatting and multimedia within the body field, though some HTML elements may get flagged as spam by email filtering systems or may not display properly on incompatible devices or clients.

What is an email client?

An email client is a software program or web application* that enables users to send, receive, and store emails. Popular email clients include Outlook, Gmail, and Apple Mail.

Software- and web-based email clients each have advantages and disadvantages. Desktop email clients often come with more robust security capabilities, streamline email management across multiple accounts, provide offline access, and allow users to back up emails to their computers. By contrast, web-based clients are usually cheaper and easier to access — since users can log in to their account from any web browser — but are reliant on an Internet connection and can be more susceptible to cyber attacks.

*Originally, 'email' referred to desktop email clients and 'webmail' referred to web-based email clients. Today, the term 'email' encompasses both systems.

What is an email address?

An email address is a unique string of characters that identifies an email account, or 'mailbox,' where messages can be sent and received. Email addresses are formatted in three distinct parts: a local-part, an "@" symbol, and a domain.

For example, in the email address **employee@example.com**, "employee" denotes the local-part and "example.com" denotes the domain.

Imagine addressing a letter: the domain signifies the city where the recipient lives, while the local-part specifies the street and house number at which the letter can be received.

Local-part

The local-part tells the server the final location of an email message. It may include a combination of letters, numbers, and certain punctuation marks (like underscores). The maximum number of characters for an email address (including both the local-part and domain) is 320, though the recommended length is capped at 254 characters.

Domain

The domain may be a domain name, like example.com, or an IP address, like 192.0.2.0. In the former case, the SMTP protocol uses DNS to translate a domain name into its IP address before delivering the message to the next server.

Like the local-part, the domain also has to adhere to certain formatting requirements established by the Internet Engineering Task Force (IETF). Approved domain names may include a combination of uppercase and lowercase letters, numbers, and hyphens. An email address can also be formatted with an IP address in brackets instead of a domain name, although this is rare. The character limit for a domain name is 63.

Is email secure?

Although email is often used to exchange confidential information, it is not a secure system by design. This makes it an attractive target for attackers, who may intercept an unencrypted message, spread malware, or impersonate legitimate organizations. Other email security threats include social engineering, domain spoofing, ransomware, spam, and more.

One of email's most significant vulnerabilities is its lack of built-in encryption, leaving the contents of an email visible to any unauthorized party that might intercept or otherwise gain access to the message.

In an attempt to make email more secure, many email clients offer one of two basic encryption capabilities: Transport Layer Security encryption (or 'TLS encryption') and end-to-end encryption (or 'E2EE'). During TLS encryption, messages are encrypted during transit (from user to server or server to user), and the email service provider retains possession of the private key used to set up this encryption. The email service provider can therefore see the unencrypted contents of the email. During end-to-end encryption (from user to user), messages can only be decrypted by the sender and recipient of the email.

For a complete rundown of email security best practices, see What is email security?

How does Cloudflare help secure email?

Cloudflare Area 1 Email Security is a cloud-based email security solution that helps prevent a number of email threats, including phishing, malware, Business Email Compromise (BEC), and email supply chain attacks. It uses robust machine learning models to identify risks before they reach user inboxes, and integrates with common cloud email providers to enhance existing detection and mitigation capabilities.

Learn how Cloudflare Area 1 helps enhance email security.

What is formal communication?

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.

What is informal communication?

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.

Comparison Chart

BASIS FOR COMPARISON	FORMAL COMMUNICATION	INFORMAL COMMUNICATION
Meaning	A type of verbal communication in which the interchange of information is done through the pre-defined channels is known as formal communication.	A type of verbal communication in which the interchange of information does not follow any channels i.e. the communication stretches in all directions.
Another Name	Official Communication	Grapevine communication
Reliability	More	Comparatively less
Speed	Slow	Very Fast
Evidence	As the communication is generally written, documentary evidence is present.	No documentary evidence.

BASIS FOR COMPARISON	FORMAL COMMUNICATION	INFORMAL COMMUNICATION
Time Consuming	Yes	No
Advantage	Effective due to timely and systematic flow of information.	Efficient because employees can discuss work related problems, this saves time and cost of the organization.
Disadvantage	Distortion due to long chain of communication.	Spread of rumors
Secrecy	Full secrecy is maintained.	It is difficult to maintain the secrecy.
Flow of Information	Only through predefined channels.	Can move freely.