

Workplace Professorial Communication Skills

Group Assignment

Managing Workplace Relationship

Group Members :

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Abstract

Appropriate interaction in workplace is consequential, whether you are the boss or a hired employee. It is equally important to maintain a healthy communication from one's position. With pertinent communication, the feeling of respect and mutual understanding between co-workers amplifies. Hence, the workplace relationship strengthens. Gaining productivity boost with peer interaction and comprehending colleague's cultural values plays a significant role in maintaining proper working environment. Factors such as body language and non-verbal communication helps to understand cues. Meanwhile, having social awareness skills can help one understand the workplace surrounding from other's point of view and build up relationships accordingly.

Introduction

A workplace can be defined as a specific location where an individual or a group of individuals perform tasks with the aim of accomplishing individual or collective goal.. Considering the variation of industry, categorizing workplace is a complex task. Some of the examples of workplace includes home offices, restaurants, factories, farms, stores and distribution centre (Indeed, n.d.). To accomplish an organizational goal, every workplace hire appropriate individuals to work as a team. While working with a team, it is essential to maintain continual interaction and connections. This is called workplace relationship.

Workplace relationship includes different types of interpersonal connections such as peer coworker interaction, supervised-subordinate relations, client-employee relations and romantic relationships (Sias, 2009). A healthy and matured interaction between coworkers is supposed to enhance productivity and lead the task towards target destination. Having a salutary work relationship encourages employees in performing tasks and make them enthusiastic. In research from Gallup (2022), it was found that a person who has his best friend at workplace tends to be engaged seven times more than a normal one. Also, having a good relationship in workplace helps to connect with clients effectually, which eventually benefits the organization.

1. Peer Interaction (Nabin Chhetri - NPI000032)

Having positive experiences with peers is an essential part of cognitive development, as well as language development. The ability to understand and be understood by others is a prerequisite for getting access to peer interaction on the other hand. Self-esteem requires peer relations with social status. Relationship between workers and manages should be managed and developed whether it inside and outside the organization. Rosemary Stewart (1967) reported in journal that managers of British have spent 47% of their leisure time with their peers. Although, works and

garnered is well performed (Training, 2009). Managers receive resources, activities, supports and information's that they can use to develop their products.

The impacts towards relationship quality on organization efficiency is depend upon manager of organization. Some relationship, however, are not merely productive but also valuable due to their personal and social benefits. High quality of relationships developed after needs of stress developed through research body by a manager. Achieving goals towards the proposal tasks is only possible after managing the relationship of manager with the colleagues. Relationship management requires an understand deeply rather than the management literature is currently provided. According to journal, the priority towards relationship between employee and employer is essential in workplace. A number of associated areas have received academic attention including trust (for example, Dutton, 2017), bullying and harassment, and gender (for example, Montgomery and Norton, 1981). Emotional intelligence and specialist in communication comes under valuable contribution (Goleman, 2006). Channels of communication are focused less than keeping relationship. Workplace relationship maintenance and development of manager and employee is essential for non-profit and profit organization. More knowledge is required to managed the relationship of workplace to improve strategies. According to Sias and Cahill, 1998; Rawlins, 1994, benefits of workplace are gathered through strong social ties. This benefits assists to improve satisfaction towards jobs, morale of staffs and turnover overcome. To overcome dissatisfaction and stressful towards job, strong social ties provided an instrumental and emotional support.

2. Cultural Awareness (Sandesh Giri - NPI000041)

Cultural awareness is referred as the awareness of cultural differences as well as acknowledging various cultural belief and values. It also involves cultural esteem and safety. It is one of the most important skills of business which helps to improve workplace communication and keep healthy relationship. It is all about understanding the knowledge that different people have their own cultural background and beliefs (RallyBright, 2022).



Figure : Components of cultural Awareness

Importance of cultural awareness

Staffs can be different in a workplace in many ways which may involves age, sex, origin, religion and physical or mental capacity. When a company or business recognized these differences, work can proceed more simply without any dissatisfaction from the employees. By understanding the culture, they can well communicate with each other. Cultural awareness enhances our cultural capacity allowing us to get to know the culture of other. Recognizing and acknowledging the culture of other makes the corresponding and inclusive working environment (Maina, 2021).

Relation between culture and behavior

Cultural background of a person indicates the behavior, communicating skills and beliefs. An employer may be sociable with visible side of other cultures like dressing and food. For example direct eye contact reflects the trust between 2 people but it can be bad and aggressive for specific culture. Similarly, nodding a head means doing agree while doing agreement but it can also leads to misunderstanding

Case study of failure of cultural awareness in a company

McDonald Company is undoubtedly one of the largest fast food companies in the world. It has spent millions of currency focusing at Chinese market. But the advertisement highlighted the

Chinese person bowing or kneeling ahead of staff of the company begging for an expired discount coupon. That advertisement brought anger in Chinese people as begging is considered as humiliating act in Chinese culture which cost the company a lot (China Daily, 2005). So, the company should do primary research on the cultural background for targeted culture. A company must focus on cultural awareness for its business if it wants to flourish to other place. People assume that “if it is okay for us then it is okay for everyone.” So, this kind of mindset should be changed in every people and company that can affect the income and reputation of the company.

Implementation of cultural awareness in workplace

Many problems may arise if cultural awareness is not well implemented in the workplace. Different strategy and guidelines can be made for cultural awareness. The development and implementation of strategies and policies is an important step for cultural awareness of employees. People should have maximum knowledge of different other culture. They need to know, observe and interact with the culture around them. They also can attend other cultural festivals and events where they can witness the cultural background of different people.

In addition, misunderstanding should be avoided by clear communication between the people. Miscommunication can leads to conflict among employees. So, they should take the time in studying the cultural communication convention while interacting with their partners and customers.

3. Body Language in Workplace (Suraj Pandey - NPI000051)

Success of business does not depends only up on profit rather rely upon the relationship among workers of the company. In order to maintain a good relationship in workplace, communication skills plays an important role. If a person is good at communication then he/she defiantly comes under good employee in the company but only communication skills is not sufficient, the way that person communicates with other is more important. So, there are mainly three ways of communication that is verbal, non verbal and written. Among them non verbal communication has become important component in communication. So, body language comes under non-verbal

communication. Here, communication via body language is the way of communicating through physical behaviour such as body movement or posture, gestures, eye contact or facial expression.

Kurien argues that , “people often priorities their verbal communication instead of body language while communicating with other people but body language makes people understand more than verbal words”. He also stated that one must develop his/her non-verbal communication in order to get success in his/her workplace ,Kurien (2010). According to Harmony Stalter body language helps in catching the lies. Although the people in the job are not talking to you but they observe you almost all of the time. So, in order to convey the positive message to your colleague or boss you need to have right body language, Stalter (2010). Being body language experts he also suggest that an employee must be able to communicate via body gesture because body language helps to accurately convey the message which verbal communication cannot do. Not only this but also they must be able to read the body language properly which helps them to understand the situation more distinctly. Professional such as teachers, doctors, lawyer often used their body language during communication. If a lawyer comes to the court without confidence then the chances of winning the case also degrade. So, body language reflects the person’s professionalism.

In a meeting if a boss is trying to explain something and you are listening him with eye contact then he understand that you are paying attention towards his speech but if there is no eye contact between you and your boss but you are still listening to him then he assumes that you are not interested on his speech or you are feeling bored. This activity may leads towards the bad relationship.. So, it is important to use effective and positive body languages while communicating with others in workplace which helps to leave good impression over others and build good business relationship. Our body language must resemble with the words we are speaking. If we want to be weighed more among other employee in front of boss then we need to follow following tips to maintain our good body language in our work environment.

1. Maintain good body posture (straight) while sitting and standing which makes you more professional and more confident. Crease between the shoulders and chest makes us less confident indicates unwillingness or boredom which impacts negatively.
2. Proper eye contact while speaking often reflects with your colleague and supervisor. Most often more than 50-60% eye contact is considered as positive.
3. Use hand gesture while communicating with your colleagues or supervisor which makes your message more meaningful. Does not fold your hands or put back while speaking rather make hands visible.
4. One of the most essential and widely accepted form of body language is smile. So, while greeting your friends or boss with your smiling face will bring positive impact. Hence, it helps to accomplish good relationship, enhance self-confidence, improve unhealthy relationship at your work environment.
5. Handshake also impacts in relationship. A handshake with smile on face is considered as good body language.

Examples

Patients seem more comfortable and satisfied when physicians communicate with them via body signals. I usually see the doctors interacting with their patients through body languages when they are explaining about their health conditions [Bose and S]. Along with this if a person is asked for the direction he usually points out the direction through hand gesture which makes people understand what they are saying more clearly than through their verbal word. Similarly, nowadays in any job interview, interviewee is judged even prior he speaks. Despite being good at answering the questions most of the people are not considered as good candidate for job if he/she seems nervous while facing interview. Also, in case of higher education students prefer non verbal communication more which helps them to understand the content more distinctly.

4. Social Awareness in Workplace (Sandesh Subedi ‘A’- NPI000040)

Social awareness is one of the pivotal component that helps in maintaining healthy workplace relationship. In simple terms, social awareness is the ability to feel, understand and respond to people around you in the most effectual way. Considered as a key element in enhancing the emotional intelligence (EQ), social awareness focuses on understanding other’s needs and feelings while being self-conscious. In organizational terms, it focus on understanding organization’s diplomacy and recognize how employees working there are being affected (Lundrigan, 2016).

Importance of Social Awareness

Social awareness cheers people to comprehend social and interpersonal viewpoint of people or communities. In research from CASEL, social awareness is a task through which an individual obtain and apply skills, expertise and belief. Even in workplace, this helps in managing sentiments, maintaining healthy identities and accomplish individual and communal goals (SEL for Students: Social Awareness and Relationship Skills, 2020).

Types of Social Awareness

In research from Autonomous (2021), social awareness is further sub-divided into five multiple types, considering varying factors. They are :

- **Emotional Self Awareness** - Understanding oneself and identify how you feel in varying situations. After all, involving an external person and understanding how they feel after your speech or action.
- **Motivation** - Vital element in enhancing emotional intelligence. It promotes positive work culture and healthy competition in workplace environment.
- **Empathy** - Allows understanding emotions and concerns so that the opposition have an opportunity to behave openly.

- **Cooperation** - Creates strong chain which eventually leads a towards a solution. This plays a significant role in building things together and achieving bigger results.
- **Self-regulation** - Crucial for emotional intelligence. This is important as staying away from any sort of abusive actions, especially with work colleagues is fundamental.

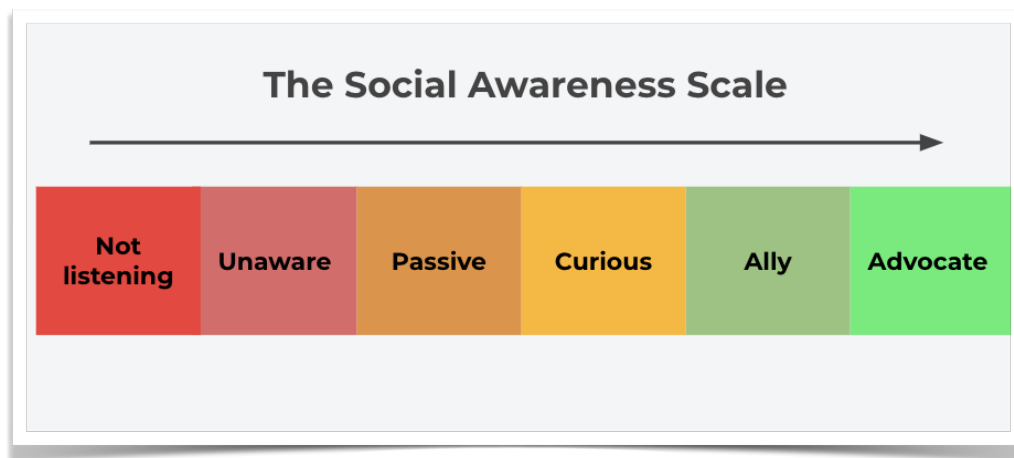


Fig. The social awareness scale (Ahmed, 2021)

Example of Social Awareness : A real-life incident

Few months ago, a tech team was pitching their ideas to their possible investors. At the event, there were two co-founders and a Chief Marketing Officer (CMO) being ready for presentation. During preparation, the company's CMO found that one of the co-founder was uncomfortable to present first. So, to avoid possible mess, he decided to start the presentation and took pressure off the co-founder.

This is a basic example of social awareness. The Chief Marketing officer (CMO) was intelligent enough to figure out the stress by understanding what his colleague felt. Thanks to his social awareness, the CMO identified tension and initiated the presentation himself.

Evidence and Analysis

In order to have a stable social awareness, a person requires following traits :

1. Organizational Awareness

Organizational awareness refers to the ability of analyzing vigor relationships and emotional currents within an organization (Leto, 2020). Organizational awareness assists in taking important decisions with clear strategies.

2. Self-Management

It is important for an employee to control their emotions while working. Although there might be a number of conflicts, it is important you manage yourself before others. For instance, a staff sometime admits the error, just to satisfy a client.

3. Understanding

Understanding is one of the key component of social awareness. To identify, feel and understand what others are feeling is important. In workplace, you might encounter occasions where you need to understand what people around you are thinking. For eg. Is the client comfortable enough expressing their opinions?

4. Communication Skills

A good communication benefits an organization in multiple ways. It eliminates unnecessary issues and promotes work engagement and productivity. Moreover, a decent communication can also help employees in convincing customers.

5. Judgement

It is important to comprehend what sort of emotions are to be presented according to the situation. One should not overact or be emotionless depending on the situation.

Further Analysis

In an article from Sprimont (2018), there are a handful of social awareness tactics that helps you to be a decent leader and work intellectually. Some of them are :

- **Understand what it means to listen**

A good listener can easily figure what is actually happening. Before listening, one can only assume things but not be sure about it. Listening creates clarity so that one can act accordingly.

- **Pay attention to tone of voice**

During conversations, it is equally important to notice the tone of people in order to be socially aware. The tone of voice can help you understand how the person is feeling about the ongoing situation.

- **Observe body language and facial expressions**

Whether it be a physical meeting or a virtual call, it is important to understand the body language of people around you. Observing body language or facial expressions help to learn their nature and make decisions accordingly.

- **Avoid taking notes**

In most cases, it is important to understand the surrounding rather than focusing on notes you prepared. Taking notes diverts the attention from the awareness of people.

- **Think before you answer**

Similar to the point above, this also focus on analyzing the ongoing situation and act accordingly. There are moments where you should not speak even you are correct and vice versa. Therefore, one must think before they speak.

5. Non-verbal Communication

Most of our communication is non-verbal. Researchers have found that we respond to thousands of non-verbal actions. Non-verbal communication is stronger or more significant than communicating something with words. It can be classified into time duration, personal appearance, space, movement of body, haptic and physical traits (Heathfield, 2019).



For better understanding of non-verbal communication at workplace, we need to make regular eye contact and maintain a positive vocal tone and facial expressions. For example people can nod their head when agreeing in some questions. Similarly, non-verbal communications also plays vital role in interview. Use of hand gestures and smiles may help in better interview.

From my point of view, non-verbal communication is referred as the behavior of face, body or any gesture a person expresses except saying the words. It can be specified by the process of interchanging gesture or any signals between the people that accompanies public speaker. Eye contact, body posture and tone of voice are the some examples of non-verbal communications. An effective and widespread use of non-verbal communication in the workplace improves and strengthens the personal relationship among the employees. Also, there is a widely used statement “Action speaks louder than the word” which can be applied on workplace.

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Internship Letter

1. Nabin Chhetri - NPI000032

Nabin Chhetri

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nabinchhetrio66@gmail.com

March -02, 2022

Dear Sir,

My resume is being submitted to ABC Company for consideration for their summer program in application developer. I believe I will be a valuable asset to your team based on the skills and experience I have listed in my enclosed resume.

I took numerous classes on programming skills and developing application during my three years at Infomax College of IT and Management. The class help me out to learn about skill use for coding, developing application process and its design for a different device of mobile and operating system.

Furthermore, during the past semester, I also volunteered at a local non-profit that collects donated furniture and clothing and distributes it to needy families. During my time on the developer team, I helped update and relaunch an application that permits customers to recognize nearby pick-up and drop-off points.

Additionally, having worked as a barista at a student center for two years has taught me the value of providing a convenient and memorable customer experience. I have developed skills in leadership for project, collaboration with team and verbal communication.

You would be fortunate to have me on your team. As part of my internship, I would gain first-hand experience with technology and improve my capabilities in application development.

I'm looking forward to hear from you!

Sincerely,

Nabin Chhetri

2. Sandesh Giri - NPI000041

25th February, 2021
The Human Resource Manager
Mantra Private Limited
New Road, Pokhara, Nepal

Subject: Application for Internship in web developer

Respected Sir/Madam,

I am writing this application to apply for an internship of web developer as it was advertised in “The Himalayan Times” on 20th February, 2021. I was seeking for an internship opportunity as I am happy that my educational qualification fulfills all your mentioned criteria.

As an IT student of fourth semester at Infomax College, I have already completed different courses of various programming, management, networking and web designing. During my projects, I have developed a passion for web designing and interested by its development. I am very interested in developing of web and a good internship may reinforce my choice for future. I have done various reports on web designing by the use of HTML, CSS and JavaScript throughout my academic study so far. I am positive that my capability and understanding will be the great inclusion on your company.

As your company has enough experience, I am going to learn and contribute actively in group with new ideas. My CV is attached below for your kind inspection. I am eager to receive your feedback soon. You can reach me out through my email at girisandy122@gmail.com.

Thank you for your time and consideration. I am looking forward for your positive responses.

Sincerely,
Sandesh Giri

3. Sandesh Subedi 'A' - NPI000040

Sandesh Subedi
UI/UX Designer

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To,
Mantra Tech Solutions
Prajita Shah, CMO
33700, Srijana Chowk, Pokhara
shah@techsophia.com
December 25, 2021

Dear Mrs. Shah,

It is my pleasure to be applying for the position of UI/UX developer at Mantra Tech Solutions. I came to know about your company and the internship designation this morning, through a placement blog. Given the requirements of skills and based on my working ethics, I am strongly convinced that I will be a virtuous strength to your company.

During my time as a student at Infomax College, I got to enhance my designing and prototyping skills remarkably. As a coordinator in extra-curricular tech activities, I have also acquired skills in communication, research and information architecture. Additionally, my time training on online platforms such as Udemy and Coursera helped me acquire affluence experience in photoshop, user empathy and coding skills.

Furthermore, during last winter holiday, I also volunteered a start-up company who were trying to build a cloud kitchen application. I assisted the design team modernize system interfaces and ensure that the application improves customer satisfaction. I also held an internship at Himalaya Tech as an assistant to a UX designer. During that internship, I got to learn plenty of design ideas and marketing skills, which I believe can be a strength in advertising company services.

I would be delighted with an opportunity to meet and discuss my qualifications at your earliest expedience. This internship would be a helping hand to enhance my real-world experience and

assist me in reaching some excellent levels of designing and interactions. You can reach me by email at sandeshyes77@gmail.com or by phone at +977 9827101234.

I look forward to hearing from you soon!

Sincerely,
Sandesh Subedi

4. Suraj Pandey - NPI000051

Suraj Pandey (Applicant)
Dhaulagiri Margha,
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surazpandey101@gmail.com
February 15, 2022

Sandesh Subedi
Company Manager
MantraTech
Pokhara, 33700 Gandaki, Nepal

Dear Mr. Subedi,

I want to notify that I am an active and skilled IT student currently studying Bsc. IT(Hons.) in Infomax College of IT and Management which is one of the oldest and best education provider of Pokhara . Since, I want to do internship related to my study I am writing this application to apply for a volunteer summer internship in software developer position in your company.

Being an IT student I am more interested in doing coding so after graduation also I want to start my professional career as a software developer.

Before starting my career as a software developer I want to gather a good experience in this field and I believe that if I got an opportunity to do my internship in your company it could really help me in my career as your company is one of the prestigious and fastest growing organisation all over the country. So, as soon as I found out that your company is seeking eligible candidate for software developer position I was excited to apply for it and I have confidence that my experience and education report make me strong candidate for this position in your company.

I have done numerous team as well as individual project regarding the software development in my academic career. The project that I have completed till now are:

- banking system in C programming
- Courier Management system in Java
- static website development with javascript
- Dynamic web application in C sharp

Besides this I have good knowledge regarding python and r programming which are useful for data analysis as well. Not only this I also good at designing as well.

For more information you can refer my CV which includes my academic information along with contact details which I have provided to you. I look forward to meet you soon and hope I got selected in your company for internship.

Thank you for your time and consideration.

Sincerely,
Suraj Pandey