



Explore | Expand | Enrich

# INTERNAL COMMUNICATIONS

- TWO WAY DIALOGUE
- OPEN AND OBJECTIVE COMMUNICATION
- UNDERSTANDING THE AUDIENCE



# INTERNAL COMMUNICATIONS

## Types of business etiquette

- Workplace Etiquette
- Table Manners and Meal Etiquette
- Professionalism
- Communication Etiquette
  - Email etiquette
  - In-person etiquette
  - Virtual meetings etiquette



# INTERNAL COMMUNICATIONS

## Importance of business etiquette

- Significance
- Effects
- Netiquette
- Impressions
- Considerations



# TWO WAY DIALOGUE

## Two way dialogue – what is it?

- Two-Way Dialogue or Two Way Communication
- Sender transmit message to receiver
- Receiver sends back a response
- Horizontally or vertically in the organization
- Information exchange - Superior and subordinate



# TWO WAY DIALOGUE

## Tips to improve workplace communication

- Check in with Employees on a Regular Basis
- Assess Your Current Internal Communication Methods
- Have an "Open Door" Policy
- Identify a Common Goal
- Schedule a Work Retreat
- Discourage One-Way Communication



# TWO WAY DIALOGUE

## Basic communication model

- Sender: Anyone or anything that initiates the message
- Receiver: Anyone or anything that receives the message
- Message: Piece of information
- Medium
- Acknowledgement
- Feedback
- Noise



# OPEN AND OBJECTIVE COMMUNICATION

## Open communication

- Parties are able to express ideas to one another
- Example: Conversation or debate
- Closed communication –
  - One person is actively communicating
  - Example: Lecture from your professor





# OPEN AND OBJECTIVE COMMUNICATION

## Open communication

- Negative communication typically results when:
  - Fails to express our feelings
  - Ignores other persons feelings
  - Attitude not respectful
- Positive communication is more likely when:
  - Feelings and thoughts – Expressed directly
  - Acknowledge – Other person's feelings
  - Attitude – Respectful and caring



# UNDERSTANDING THE AUDIENCE

## Tips to customize your communications

- Finding common ground by taking perspective
- Gathering and interpreting information
- Know what your audience cares about
- Map out main points for audience
- Show, don't just tell audience
- Customize and improvise by knowing audience



### Summary:

- Business etiquette –
  - Way of presenting yourself
  - Such a way that you will be taken seriously
- Poor business etiquette -
  - Cost you the trust of your workers and customers
  - Loss of valuable business opportunities
- Etiquette - Unwritten rules applies to social situations
- Two-way communication - Complete communication process

