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2. "Let's make sure someone takes care of the materials."
3. "I'll get back to you as soon as possible."
4. "Please review the attached file and let me know your thoughts."
5. "Let's have a meeting to talk about the project."
6. "I'll check it later."
7. "It's just like last time."

1. "You need to improve your presentation."
Ambiguous Feedback
2. "Let's make sure someone takes care of the materials."
Unclear Role Assignments
3. "I'll get back to you as soon as possible."
Undefined Deadlines
4. "Please review the attached file and let me know your thoughts."
Broad Email Requests
5. "Let's have a meeting to talk about the project."
Unclear Meeting Objectives
6. "I'll check it later."
Non-specific Time Phrases
7. "It's just like last time."
Assumptive or Incomplete Messages

1. "You need to improve your presentation."
"Try to shorten your slides to 10, focus on the key findings, and practice maintaining eye contact with the audience."
2. "Let's make sure someone takes care of the materials."
"Paula, can you print and prepare the workshop materials by Thursday morning?"
3. "I'll get back to you as soon as possible."
"I'll review this and update you by 2 PM tomorrow."
4. "Please review the attached file and let me know your thoughts."
"Please check if the tone and format of the email proposal fit our company's branding. I need your feedback by Friday."

5. “Let’s have a meeting to talk about the project.”

“Let’s meet at 10 AM to finalize the project timeline and assign deliverables for Phase 2.”

6. “I’ll check it later.”

“I’ll check it after lunch and send my comments by 3 PM.”

7. “It’s just like last time.”

“It’s similar to the Q2 campaign where we focused on customer feedback, but this time we’ll target new clients.”

Organizational Communication

Connecting People, Purpose, and Performance

Daryl John Milanes

Learning Objectives

- Define organizational communication
- Differentiate formal and informal communication
- Identify barriers to effective communication
- Reflect on communication skills *some* professionals need

What is Organizational Communication?

- Organizational communication is the process by which people within an organization exchange information to achieve common goals.

Why It Matters

- Promotes teamwork and productivity
- Reduces misunderstandings and conflicts
- Enhances workplace culture and trust

Types of Organizational Communication

- ***Formal Communication*** – follows official hierarchy and channels
- ***Informal Communication*** – occurs naturally outside formal structures

Formal Communication

Features

- Structured and documented
- Flows through official channels
- Examples: ***memos, reports, meetings***

Informal Communication

Features

- Spontaneous and casual
- Builds relationships and trust
- Examples: ***casual chats, group messages, social media interactions***

Formal vs. Informal Communication

- Formal communication ensures order and accountability, while informal communication fosters creativity and connection. Both are essential for a healthy organization.

ALIGNMENT

The state in which employees, teams, and departments are ***working toward the same goals***, guided by a ***shared understanding*** of the organization's vision, strategy, and priorities.

- **Touch base**
 - Check in or follow up briefly.
- **Circle back**
 - Return to a topic later.
- **Loop in**
 - Include someone in a conversation or email thread.
- **Keep me posted**
 - Update me regularly.
- **Ping me**
 - Message or contact me.
- **Game plan**
 - Strategy or plan of action.
- **Big picture**
 - Overall perspective or main idea.
- **Low-hanging fruit**
 - Easiest opportunities to achieve results quickly.
- **Quick wins**
 - Small successes that build momentum.
- **Buy-in**
 - Agreement or support from others.
- **Circle of influence**
 - People you can affect or persuade.
- **Pain points**
 - Problems or frustrations that need solving.
- **Paradigm shift**
 - Major change in thinking or approach.

- **Boil the ocean**
 - Trying to do something overly ambitious or impossible.
- **Sandboxing**
 - Testing an idea in a limited, safe environment before full launch.
- **Red Ocean Environment**
 - A highly competitive market space
- **North Star metric**
 - The single most important measure that guides a company's growth.
- **Socialize the idea**
 - To informally share or promote an idea before official approval.
- **Blue-sky thinking**
 - Creative, unrestricted brainstorming without worrying about feasibility.
- **Peel the onion**
 - To explore an issue in layers, going deeper into its root causes.
- **Table it**
 - To postpone a topic for later discussion.
- **Iterate forward**
 - To make progress through small, continuous improvements.

Common Barriers in Organizational Communication

- ***Physical*** – poor sound systems, noisy environments
- ***Psychological*** – stress, assumptions, biases
- ***Semantic*** – jargon, vague messages
- ***Cultural*** – differing norms or language styles

How Barriers Affect the Workplace

- Barriers lead to confusion, missed deadlines, decreased morale, and workplace conflicts.

Overcoming Communication Barriers

- Practice active listening
- Encourage feedback
- Use clear language
- Adapt communication styles to diverse audiences

RE: ***hey quick q***

hey miss 😄

just wanna ask if u already checked my report? i think i sent it last week but not sure if u saw it hehe 😅

btw i'll prob be late for the 10am mtg, traffic's crazy rn 😭😭

ttyl

— josh 👍

Communication Skills

Some Professionals Lack

- Active listening and empathy
- Constructive feedback delivery
- Professional writing and email etiquette
- Confidence in face-to-face communication

Practical Tips for Improvement

- Engage in regular reflection and feedback
- Observe workplace communication dynamics
- Seek mentorship and soft skills training

Summary

- Organizational communication connects people and goals.
- Formal and informal communication balance structure and spontaneity.
- Overcoming barriers improves collaboration.
- Strong communication skills define modern professionals.

Let's make
miscommunication
so last season.