



2.6 Communication

# Terminology exercise



**Check that you understand the terminology used in this subtopic by dragging the correct word into each space.**

The term \_\_\_\_\_ refers to the transfer of information from one party to another. There are two types of communication in an organisation. The first is \_\_\_\_\_ communication, which is a type of communication that follows defined channels. The second is \_\_\_\_\_ communication, which flows freely within an organisation; it is not predefined and has no boundaries.

A \_\_\_\_\_ to communication within a business is anything that interferes with the communication process. Long chains of command can hinder communication, so businesses may consider \_\_\_\_\_ to simplify organisational structure.

Communication can be improved with the use of more \_\_\_\_\_ appraisal, which will further improve feedback in the organisation and result in more consistent and effective communication between employees.

The term \_\_\_\_\_ describes language used by people of a specific profession which may be

specific profession, which may be  
difficult for others not in that profession  
to understand.

communication

barrier

jargon

formal

delaying

formative

informal

✓ Check

