

Day 7

Surabhi

Agenda

- 1) Formal and Informal communication practise.
- 2) PPT presentation (discussion).

Formal and Informal communication.

1) Formal communication is the structured and official exchange of information within an organization, following established channels and protocols.

2) Informal communication, on the other hand, is the casual and spontaneous exchange of information that occurs naturally among individuals, often outside of official channels.

Key Differences:

Structure:

Formal communication is professional and follows prescribed channels, while informal communication is spontaneous and lacks predefined channels.

Language:

Formal communication uses professional language, while informal communication uses everyday language.

Purpose:

Formal communication conveys official information, while informal communication facilitates social bonding and sharing personal experiences.

Documentation:

Formal communication is often documented, while informal communication is primarily oral or nonverbal.

Audience:

Formal communication is directed at specific audiences within the organization, while informal communication can be directed at anyone within the organization or even outside.

Examples:

Formal: Emails, reports, memos, business letters, official announcements.

Informal: Casual conversations, social interactions, workplace gossip.

Benefits of Both:

Formal: Ensures clarity, accuracy, and documentation of important information.

Informal: Builds trust, encourages collaboration, and fosters a positive work environment.