

Chapter I

Unit:-I

Concept of Communication The English word 'communication' has been derived from the Latin word, 'Communicate' which means to impart or participate or to transmit. The word 'Communicate' is derived from the root 'Communism' which means to make common or to share. Communication is

1) the activity or process of sharing or exchanging ideas, feelings, information, experience between two or more persons;

2) an act or instance of transmitting;

3) the information actually communicated by some means. Definitions of communication:

1) The Oxford English Dictionary defines communication as "the action of conveying or exchanging information and ideas."

2) Peter Little defines communication as "the process by which information is transmitted between individuals and or organizations so that an understanding response results."

3) Allen Lui (Louis) defines communication as "Communication is the sum of all the things one person does when he wants to create understanding in the mind of another. It is a bridge of meaning. It involves a systematic process of telling, listening, understanding and responding."

4) Keith Davis defines communication as "Communication is the transfer of information and understanding from one person to another." Business Communication: William G. Scott defines business communication as "Administrative communication is a process which involves the transmission and accurate replication of ideas ensured by feedback for the purpose of eliciting actions which will accomplish organizational goals." The last definition covers 4 aspects of administrative communication, as follows:

1) The sender's ability to transmit his own ideas accurately. 2) The receiver's mental ability to get the same idea as were transmitted i.e. accurate rep:-

Business Communication:- Business Communication: William G. Scott defines business communication as "Administrative communication is a process which involves the transmission and accurate replication of ideas ensured by feedback for the purpose of eliciting actions which will accomplish organizational goals." The last definition covers 4 aspects of administrative communication, as follows:

1) The sender's ability to transmit his own ideas accurately.

2) The receiver's mental ability to get the same idea as were transmitted i.e. accurate replication.

3) The feedback or the receiver's response.

4) Eliciting action which will help to achieve the goals.

The process of communication involves a series of stages:

1) An idea arises in the mind of the sender, which he wants to share.

2) The sender encodes the idea in the form of a 'message'.

- 3) The sender chooses some medium / channel to put across the message.
- 4) The receiver receives the message.
- 5) The receiver decodes – absorbs, understands, interprets the message.
- 6) The receiver sends feedback or his response.

The components or elements of the communication process are as follows:

- 1) The sender or the communicator
- 2) The message
- 3) Encoding
- 4) The medium / channel
- 5) The receiver
- 6) Decoding

7) Feedback Importance of feedback in the process of communication Effective feedback, both positive and negative, is very helpful. Feedback is valuable information that will be used to make important decisions. After getting the meaning of the message', the receiver provides feedback' which he =encodes' in the form of a response/reaction/reply to the message. Feedback plays an important part in the communication process, because it is desired and expected by both the sender' and the receiver'. The sender' wants to know whether and how his =message' has been received, and the =receiver', either consciously or unconsciously, usually provides a sign indicating that he has received the message. It should be noted that feedback may be positive or negative. Positive feedback indicates to the sender the fact that his message has been received, understood, and accepted; and that he can proceed to the next point. Negative feedback tells the sender that his message has not been properly understood. It, therefore, functions as a corrective, as it makes the =sender' realize the defects or flaws in his manner of encoding. He will, therefore, have to encode the same message in a different way, so as to enable the =receiver' to understand it. Feedback may be immediate or delayed. In the case of interpersonal communication it is quick, as the sender is able to observe the response/reaction (e.g. a smile, nod, frown etc.) when he is conveying the message. He can also guess whether the =receiver' agrees or disagrees with him. However, in the case of a letter, feedback may be delayed as the =receiver' will take time to reply. Sometimes, feedback is obtained indirectly, by observing the subsequent change of behaviour on the part of the =receiver'. Feedback is very important in business. It is important for the businessperson to know whether his/her clients and customers are satisfied with the products and services, or whether s/he needs to make changes. Feedback from employees is also necessary to improve the performance of an organization.

How to achieve effective communication:

- 1) Communicate for a purpose
- 2) Compose message with care
- 3) Study the receiver
- 4) Select appropriate medium

5) Provide feedback

6) Act promptly on receiving feedback.

Benefits of effective communication:

1. Healthy relations

2. Better performance

3. High morale

4. Good image unity

5. Reaching final goals

6. Smooth functioning

7. Greater efficiency

8. Higher productivity

9. Effective decision-making

10. Co-operation & Co-ordination `````` Students are suppose to prepare notes on their own.

Emergence of communication as a key concept in the corporate and global world. Impact of technology enabled communication:

Types – Internet, Blogs, E-mail, Module, Social media (Facebook, twitter and Whatsapp advantages and disadvantages)

Verbal communication:- Communication is a key part of getting through life, be it at school, university, work or even socially, so developing strong skills in this area is crucial. People often assume that being a good communicator is just about being confident, and that's not always the case. Something which the Verbal Communication course does very well is show that strong communication isn't just about being the most confident person in the room. It's about being clear and concise in what you're saying and really listening to the other person in the conversation.

The course teaches techniques to help deal with real-world situations like having difficult conversations, which can be tricky no matter how good a communicator you are. A great activity from the course is the Communication Styles activity, which covers four different types of people and how they communicate. Understanding other people is a powerful tool in being able to adapt your own communication style to make sure you have positive and effective interactions with those around you.

What is non-verbal communication?

Nonverbal communication is hard to define but is often said to be all those modes of communicating other than words or a parallel way to process social stimuli alongside language cues. The nonverbal communication system comprises facial expressions, body movements,

vocalic or paralinguistic cues, personal and environmental space, objects, time, physical appearance, and smell/odor. These nonverbal modes perform important functions for us, such as sending relational messages, emotional expression, and impression formation. Theories have been developed to explain how some of these functions work, with particular attention given to changes in intimacy or immediacy (forms of relational messages) and deception and its detection.

Why is Non-Verbal Communication Important?

Nonverbal cues tend to go beyond tone of voice and include facial expressions, hand gestures, and eye contact, which can play a significant role in interpersonal relationships and help convey information without words. Understanding your subconscious nonverbal behaviors may offer insight into how others view you. When used intentionally, reading body language, facial expressions, and other nonverbal signals can be valuable and rewarding tools for improving communication skills and learning how to convey information effectively in various cultural contexts, including Western cultures.

What is nonverbal communication?

Nonverbal communication is the way that people communicate without using words. It may include body posture, eye contact, physical touch, sign language, or other forms of communicating without verbal language.

Posture

How you hold your body, sit, lie down, or stand may communicate meaning to other people. For example, if you are interested in a conversation, you may lean in toward the person talking. Reclining back in a chair or crossing your legs might show you are comfortable and relaxed. If you are fidgeting and restless, it could indicate negative emotions such as nervousness, impatience, or difficulty sitting still.

Nonverbal communication examples like aggressive posture might include standing close to another person, invading their personal space without consent, rapid arm movements when angry, or walking hurriedly toward another person with an angry expression. Your person's body language might also communicate attraction, sadness, or illness. For example, you might hunch over or lower your head when you are ill, conveying physical characteristics associated with other negative emotions. Understanding these types of nonverbal communication can help enhance our interactions with others and effectively convey our feelings within the context of physical space.

Eye contact

In some cases, eye contact may be perceived as a non verbal communication indicator. For example, if you are actively listening to someone, you might make eye contact to signal you're paying attention. On the other hand, holding eye contact for an extended period might make someone feel uncomfortable.

Some individuals struggle with eye contact, such as those on the autism spectrum. However, studies on adults with autism show that when an autistic person makes eye

contact, the processing centers of their brain deactivate, indicating that eye contact may not signify listening skills for everyone. Autistic adults and children may listen better and feel more comfortable not making eye contact. This demonstrates the importance of understanding both verbal communication and nonverbal communications in various contexts, as people may express their engagement and understanding differently beyond spoken words.

Facial expressions

There are many ways that your facial expressions may communicate the emotions you feel to the people around you. Smiling can let people know that you are happy or friendly. Frowning often communicates that you are sad, irritated, or concerned. Furrowing your eyebrows can make you look angry or focused.

Often, facial expressions may be misinterpreted. In these cases, verbal language might be a tool to explain what one is feeling without assumptions.

Gestures

The hand gestures that you make may add to a conversation, allowing you to communicate with someone without having to speak out loud. For example, you might point at something to indicate importance or gesture to increase the importance of a statement you're making.

When using American Sign Language (ASL), the way you gesture may communicate the emotion that goes along with the words you are signing. You might gesture more hurriedly if you're stressed or out of time or slowly if you're trying to make an essential point.

Personal space

The amount of space you leave between you and someone else may also communicate your feelings. When two people sit very closely together with little space between them, it can show that they are in a close relationship. Alternately, if a person purposefully puts a lot of space between them and someone else, they might feel uncomfortable with physical closeness, or wish to end the conversation.

Touch

Physical touch can communicate several emotions. You might show compassion and empathy for someone by hugging them when they are sad. You may give a high-five to someone to show that you support them and are celebrating with them. Or you might tap someone on the shoulder to get their attention if they are turned away from you.

Touch can be harmful, as well. For example, people might try to hug or kiss someone without consent. In some cases, physical touch can be used out of anger, such as punching, hitting, or kicking. These behaviors are abusive.

If you are facing or witnessing abuse of any kind, the National Domestic Violence Hotline is available 24/7 for support. Call 1-800-799-SAFE (7233) or text "START" to 88788. You can also use the online chat.

Assistive technology

Assistive technology is sometimes used to make verbal speech without actually speaking. Some individuals, including individuals living with autism and those with a mental or physical condition affecting speech, may experience selective or uncontrollable mutism.

An app, or assistive device, may speak for these individuals by reading the words typed on a screen or selected through image queues out loud. In some cases, the technology may come with an eye tracker that allows individuals with paralysis to converse by looking at the words or letters they want to say. Although the words are spoken verbally, they are spoken by a machine prompted by the individual instead of by voice.

Sign language

American Sign Language involves hand gestures and movements, sometimes accompanied by lip movements or verbal speech. Often, those who utilize ASL are deaf or hard of hearing. However, not everyone that uses it is. Those who experience mutest may also use ASL.

ASL is a fully formed language that can communicate as much as verbal language. This language may be the only language used by some people. Each country may have its own form of sign language.

Cultural differences

In different cultures, nonverbal communication can have varying connotations. For example, sitting close to someone in one culture may indicate attraction, while in other cultures, it could be normal or preferred, including among strangers. Smiling can also be interpreted differently depending on the country you are in. While a smile is considered friendly and inviting in some places, other locations may consider it rude, inconsiderate, or threatening.

Communication:-

Communication is neither transmission of message nor message itself. It is the mutual exchange of understanding, originating with the receiver. Communication needs to be effective in business. Communication is essence of management. The basic functions of management (Planning, Organizing, Staffing, Directing and Controlling) cannot be performed well without effective communication.

Business communication involves constant flow of information. Feedback is integral part of business communication. Organizations these days are very large. It involves number of people. There are various levels of hierarchy in an organization. Greater the number of levels, the more difficult is the job of managing the organization. Communication here plays a very important role in process of directing and controlling the people in the organization. Immediate feedback can be obtained and misunderstandings if any can be

avoided. There should be effective communication between superiors and subordinated in an organization, between organization and society at large (for example between management and trade unions). It is essential for success and growth of an organization. Communication gaps should not occur in any organization. Business Communication is goal oriented. The rules, regulations and policies of a company have to be communicated to people within and outside the organization. Business Communication is regulated by certain rules and norms. In early times, business communication was limited to paper-work, telephone calls etc. But now with advent of technology, we have cell phones, video conferencing, emails, satellite communication to support business communication. Effective business communication helps in building goodwill of an organization. 1.1 Introduction: Business communication skills are critical to the success of any organization despite its size, geographical location, and its mission. Business communication is interlinked with internal culture and external image of any organization. So it is the determining factor to communication inside the organization. Good Business communication practices assist the organization in achieving its goal of informing, persuading, favorable relationship, and organizational goodwill. Organizations can only survive if they accept the rapidly changing.

global challenges and the communication processes are structured and delivered. The present workforce is dynamic in nature so communication is a challenge when executed against the backdrop of culture, technology and competition. The success of any business to a large extent depends on efficient and effective communication. It takes place among business entities, in market and market places, within organizations and between various groups of employees, owners and employees, buyers and sellers, service providers and customers, sales persons and prospects and also between people within the organization and the press persons. All such communication impacts business. Done with care, such communication can promote business interests. Otherwise, it will portray the organization in poor light and may adversely affect the business interest. Communication is the life blood of any organization and its main purpose is to effect change to influence action. In any organization the main problem is of maintaining effective communication process. The management problem generally results in poor communication. Serious mistakes are made because orders are misunderstood. The basic problem in communication is that the meaning which is actually understood may not be what the other intended to send. It must be realised that the speaker and the listener are two separate individuals having their own limitations and number of things may happen to distort the message that pass between them. When people within the organization communicate with each other, it is internal communication. They do so to work as a team and realise the common goals. It could be official or unofficial. Modes of internal communication include face-to-face and written communication. Memos, reports, office order, circular, fax, video conferencing, meeting etc. are the examples of internal communication. When people in the organization communicate with anyone outside the organization it is called external communication. These people may be clients or customers, dealers or distributors, media, government, general public etc. are the examples of external communication.

Meaning of communication:-

The word communication has been derived from the Latin word 'communicate' that means 'to share'. Communication may be defined as interchange of thought or information between two or more persons to bring about mutual understanding and desired action. It is the information exchange by words or symbols. It is the exchange of facts, ideas and viewpoints which bring about commonness of interest, purpose and efforts. According to Keith Davis, 'The process of passing the information and understanding from one person to another.' "Communication is something so simple and difficult that we can never put it in simple words," says T.S. Mathews. But we do need a definition to understand the term. In his book Communication in Business, Peter Little defines communication as follows: "Communication is the process by which information is transmitted between individuals and / or organizations so that an understanding response results." Another very simple definition of 'communication' has been provided by W.H. Newman and C.F. Summer Jr: "Communication is an exchange of facts, ideas, opinions, or emotions by two or more persons." It is essentially a bridge of meaning between the people. By using the bridge a person can safely across the river of misunderstanding'. It is the ability of mankind to communicate across barriers and beyond boundaries that has ushered the progress of mankind. It is the ability of fostering speedy and effective communication around the world that has shrunk the world and made 'globalization' a reality. Communication had a vital role to play in ensuring that people belonging to a particular country or a culture

or linguistic group interact with and relate to people belonging to other countries or culture or linguistic group. Communication adds meaning to human life. It helps to build relationship and fosters love and understanding. It enriches our knowledge of the universe and makes living worthwhile. However, communication incorporates, besides commonality, the concepts of transfer, meaning and information. It implies that there must be a receiver if communication is to occur. The sender of message must consider the receiver while structuring his message from a technical standpoint as well as in delivering it. When the receiver is not considered, there is either no response or there is wrong response. Sharing of understanding would be possible only when the person, to whom the message is meant, understands it in the same sense in which the sender of the message wants him to understand. Thus, communication involves something more than mere transmission of the message or transmission and physical receipt thereof. The correct interpretation of the message is important from the point of view of organizational efficiency. As such, the greater the degree of understanding presents in the communication, the more the likelihood that human action will proceed in the direction of accomplishment of goals.

Importance and purpose of communication:-

Just as communication is vital for our existence in civilized society, so also it is essential for functioning of organization. So without communication there would be no organization. Needless to say, communication is the ingredient that makes organization possible. It is the vehicle through which the basic management functions are carried out. Managers direct through communication; they coordinate through communication; and they staff, plan, and control through communication. Virtually all actions taken in an organization are preceded by communication.

Purpose Of Communication For instruction:- The instructive function unvarying and importantly deals with the commanding nature. It is more or less of directive nature. Under this, the communicator transmits with necessary directives and guidance to the next level, so as to enable them to accomplish his particular tasks. In this, instructions basically flow from top to the lower level. **For integration:** It is consolidated function under which integration of activities is endeavoured. The integration function of communication mainly involves to bring about inter-relationship among the various functions of the business organization. It helps in the unification of different management functions. **For information:** The purposes or function of communication in an organization is to inform the individual or group about the particular task or company policies and procedures etc. Top management informs policies to the lower level through the middle level. In turn, the lower level informs the top level the reaction through the middle level. Information can flow vertically, horizontally and diagonally across the organization. Becoming informed or inform others is the main purpose of communication.

For evaluation: Examination of activities to form an idea or judgment of the worth of task is achieved through communication. Communication is a tool to appraise the individual or team, their contribution to the organization. Evaluating one's own inputs or other's outputs or some ideological scheme demands an adequate and effective communication process. **For direction:** Communication is necessary to issue directions by the top management or manager to the lower level. Employee can perform better when he is directed by his senior. Directing others may be communicated either orally or in writing. An order may become order, request order or implied order. **For teaching:** The importance of personal safety on the job has been greatly recognized. A complete communication process is required to teach and educate workers about personal safety on the jobs. This communication helps the workers to avert accidents, risk etc. and avoid cost, procedures etc. **For influencing:** A complete communication process is necessary in influencing others or being influenced. The individual having potential to influence others can easily persuade others. It implies the provision of feedback which tells the effect of communication. **For image building:** A business enterprise cannot isolate from the rest of the society. There is interrelationship and interdependence between the society and an enterprise operating in the society. Goodwill and confidence are necessarily created among the public. It can be done by the communication with the different media, which has to project the image of the firm in the society. Through an effective external communication system, an enterprise has to inform the society about its goals, activities, progress and social responsibility. **For employees orientation:** When a new employee enters into the organization at that time he or she will be unknown to the organization

programs, policies, culture etc. Communication helps to make people acquainted with the co-employees, superior and with the policies, objectives, rules and regulations of the organization.

Dimensions of Communication:-

In an organization, communication flows in 5 main directions 1. Downward 2. Upward 3. Horizontal /Lateral 4. Diagonal 5. Grapevine Communication 1.4.1 Downward Communication: Communication that flows from a higher level in an organization to a lower level is a downward communication. In other words, communication from superiors to subordinates in a chain of command is a downward communication. This communication flow is used by the managers to transmit work-related information to the employees at lower levels. Employees require this information for performing their jobs and for meeting the expectations of their managers. Downward communication is used by the managers for the following purposes – Providing feedback on employees' performance.→ Giving job instructions.→ Providing a complete understanding of the employees' job as well as to→ communicate them how their job is related to other jobs in the organization.

Barriers to Effective Communication.

Communication is defined as the process by which information is exchanged between individuals through a system of signs, symbols. The concept of communication involves a sender, a message and a recipient.

The sender sends the message and the recipient is the receiver of the message. The process of communication is never smooth as it is affected by the barriers of communication.

Barriers to effective communication can result in confusion which can lead to incorrect information being conveyed or miscommunication which can lead to loss of business.

Following are some of the [barriers](#) to effective communication:

1. Semantic barriers
2. Psychological barriers
3. Organisational barriers
4. Cultural barriers
5. Physical barriers
6. Physiological barriers

Let us study in detail about the various types of barriers to effective communication.

Semantic barriers: Semantic barriers are also known as language barriers. These barriers are caused due to improper communication between the sender and the receiver. The following instances of semantic barriers can be witnessed in communication.

Poor quality of message: Message when communicated should be precise and easy to understand, that makes it easy for the receiver to grasp the information conveyed.

Sometimes, due to the lack of clarity or complexity of the way of providing information from the sender, there can be a case of semantic barriers.

For e.g. A manager is conversing in English to a group of workers who understand and speak Bengali. It will create confusion among workers as they will not be able to understand what is being conveyed by the manager.

Technical language: Language barriers also arise when the sender of the message is speaking in technical terms while the receiver is unaware of the terms. It creates confusion and misunderstanding between the sender and receiver by acting as a barrier to effective communication.

Psychological Barriers: Psychological barriers play an important role in interpersonal communication as the state of the mind of the sender or the receiver can make it difficult to understand the information that is conveyed, which often leads to misunderstanding.

Here are some instances where psychological barriers to communication can be seen.

1. Premature evaluation of information by the receiver even before it is transmitted can lead to barriers in communication, as it will create premature conclusion to the message, which withholds the original message.
2. Inadequate attention from the receiver's end at the time of communication can lead to barriers of communication as the information conveyed by the sender is not properly received by the receiver.
3. When information is passed within multiple sources, the final information is distorted as the receivers of the message are not able to retain everything that was conveyed. This can cause communication barriers.

Organisational barriers: Organisational barriers are those barriers that are caused due to the structure, rules and regulations present in the organisation. The various types of barriers that can be encountered due to superior subordinate relationships where the free flow of communication is not possible.

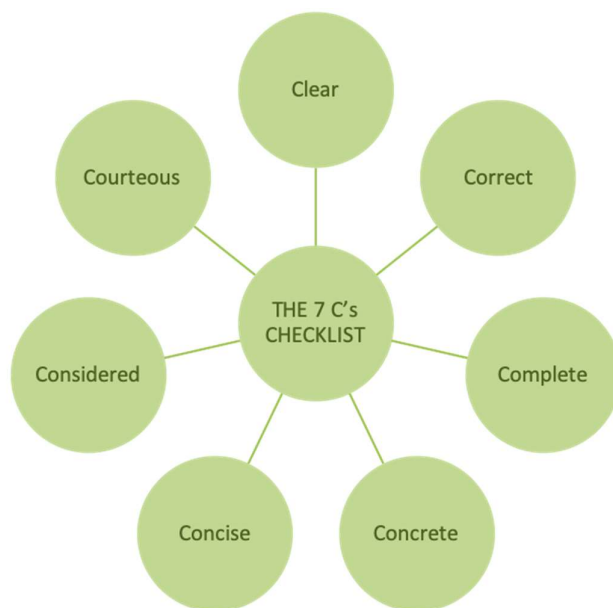
Sometimes the complexity of organisational structure and multiple managers make it difficult to convey information properly, and the information gets distorted leading to miscommunication.

Cultural barriers: Cultural barriers are those that arise due to lack of similarities among the different cultures across the world. A term that can be harmless in one culture can be regarded as a slang in another culture. Moreover, various beliefs can differ from one culture to another.

Physical barriers: Physical barriers to communication are those that arise due to certain factors like faulty equipment, noise, closed doors and cabins that cause the information sent from sender to receiver to become distorted, which results in improper communication.

Physiological barriers: Physiological barriers arise when a sender or the receiver of the communication is not in a position to express or receive the message with clarity due to some physiological issues like dyslexia, or nerve disorders that interfere with speech or hearing.

This concludes our article on the topic of Barriers to Effective Communication, which is an important topic in Business Studies for Commerce students. For more such interesting articles, The seven C's of communication is a list of principles that you should ensure all of your communications adhere to. Their purpose is to help ensure that the person you're communicating with hears what you're trying to say. The seven C's are: clear, correct, complete, concrete, concise, considered and courteous.



Unit:-II

Punctuation:- Punctuation is a crucial element of written language that helps to clarify meaning and convey the intended tone of a piece of writing. Whether you're writing an email, a blog post, or a novel, punctuation plays an essential role in communicating effectively.

Punctuation marks are the symbols used to indicate pauses, intonation, and emphasis in written language. They help to break up sentences into manageable chunks, provide clarity, and ensure that the reader understands the intended meaning. In this blog post, we will explore the different types of punctuation marks and their functions.

The period (.) is one of the most basic punctuation marks, indicating the end of a sentence. It is often used to create a sense of finality or to indicate a full stop in thought or idea.

The comma (,) is used to indicate a pause between parts of a sentence. It can be used to separate items in a list, to separate clauses in a sentence, or to create a sense of emphasis or dramatic effect.

The semicolon (;) is used to link two independent clauses that are closely related in meaning. It is often used to show a relationship between two ideas that are related, but not necessarily in a cause-and-effect relationship.

Formal Communication

Downward communication:

Needed For:

- 1) To get the work done.
- 2) To prepare the workforce for challenges
- 3) To tackle misinformation & suspicion arising out of it
- 4) To create a feeling of pride & confidence in the workforce in order to motivate it and to boost its morale.
- 5) To transmit work ethics & the organization's culture.

Upward communication:

Needed for:

- 1) To forward employee-feedback
- 2) To report on official matters
- 3) To give voice on the difficulties, grievances, complaints, dissatisfaction, work related demands of employees
- 4) To invite suggestion, creativity & participation in problem solving
- 5) To create a sense of belonging through participation

The colon (:) is used to introduce a list, quotation, or explanation. It is often used to provide more detail or clarity to a preceding statement.

The exclamation mark (!) **is used to indicate strong emotion, emphasis, or surprise. It is often used in informal writing, such as emails or text messages, to convey a sense of excitement or urgency.**

:-Business letters: inside address:-

[A similar topic is discussed in French in the article ADRESSES (RÈGLES D'ÉCRITURE).]

The inside address is the second standard part of a business letter. It comes after the heading and before the salutation.

Information to include:- The inside address is the receiver's address. It includes the name of the person you are writing to, followed by the person's home address or by the person's business title, department (if applicable), company name and company address:

Ms. Amrita Kumar
Director of Communications
Waverley College
1400 Meadowvale Road
Pleasantville, MB R2N 6Z9

Note that no comma is used at the end of each line of the address.

three major types of letters which are commonly used:

- Formal Letters – The formal letter follows a certain formality and pattern. ...
- Informal Letters- Informal letters are also called personal letters. ...
- Semi-formal Letters – The semi-formal letter follows the same pattern as the formal letter.

:-Formal letters:- Definition of a Formal Letter

Formal Letters, also called Business Letters or Professional Letters, are letters that are written in a strict and specific format. Formal letters are naturally much more formal in style than informal/friendly letters. Formal letters can be written for a number of reasons such as,

- to express your concerns while working in a professional setup
- to provide official information across your workspace
- to order goods, to apply for employment, etc.
- to the Editor of a newspaper addressing the problems faced by various groups of people in different areas, etc.

Structure of a Formal Letter

In order to be able to write a formal letter, you have to first understand the reason behind the letter. As far as formal letters are concerned, the structure of the letter changes depending on the type of letter. There are certain rules to be followed to be able to draft a formal letter. Every sentence should be well thought out and laid down in such a way that the message you want to convey should be precise and clear to the reader.

Types of Formal Letters

There are different types of formal letters, as discussed, and they can generally be labelled under the following terms:

- Business Letters
- Letters of Application
- Letters to Newspapers

Business Letters

Business letters should be terse, clear and to the point. There is no room for any kind of stories in a business letter. Before you start to write a business letter, there are a few things you should keep in mind.

- Use simple, everyday language to convey the message clearly instead of using flamboyant and overemphatic vocabulary.
- Never use jargon that is commonly used in business when you write a business letter.
- Avoid using abbreviations as much as possible.
- The modes of address vary according to the type of letter and the receiver.
- Clear and exact descriptions of the articles necessary with the expected quality and quantity should be listed with utmost care when you write a letter to order goods.
- When replying to a business letter, always quote the date of the letter you are responding to and its reference numbers (if any).

Formal/Business letters include letters from an employer to the employees and vice versa, letters to order and replace goods, letters of serious concern to an officer of higher rank, letters of complaint, etc.

Letters of Application

Letters of Application usually consist of letters applying for employment. Before and after you write a letter of application, make sure you check for the following:

- Always start with a short introduction stating whether the applicant is writing in response to a reference from an advertisement found online or in the newspaper.
- State the age, education and experience of the applicant.
- Provide the employer with a genuine expression of the applicant's earnestness in taking up the job in the respective company.
- Also, furnish references so that the employer can gather an idea of the kind of employee you would be.

Letters of Application should follow the format of formal/business letters.

Letters to Newspapers

Always address these letters to 'The Editor' and end with 'Yours faithfully'. Letters to the Editor are letters that express concerns that should be addressed to the higher authorities. These letters should be professional and authentic. No newspaper would publish anonymous letters, so make sure you are writing the letter for a cause and provide your name and address correctly.

Writing a Formal Letter – Parts of a Formal Letter

When writing a formal letter, always be respectful and conscious of your language, no matter what the subject of the letter might be. To write a formal letter, there are some points to be remembered.

1. Always start with the **sender's address**
2. This is followed by the **date**.
3. The **receiver's address** comes next. The receiver can be the name of the firm or the one who represents the firm.
4. The **subject of the letter** is very important. It is a statement of the purpose of the letter. It should be written in a single line.
5. The **salutation** can be *Dear Sir/Ma'am*. If it is a person you know well, you can address them by their name, *'Dear Shrinath'*.
6. The **body of the letter** can be written in 3 paragraphs.
 - The first paragraph should be aimed at introducing yourself and stating the purpose of your letter.
 - The second paragraph should furnish all the information about the matter.
 - The third paragraph can be a concluding paragraph where you lay out your expectations regarding the matter.

To **close the letter**, you can use a complimentary closing like *'Yours faithfully', 'Yours sincerely' etc.*

Unlike informal letters, the **signature** should include your name (in block letters) and designation below your signature.

Formal Letter Writing Samples

Formal Letter Sample 1 – Letter to the publisher ordering books for your store

Javed

Read More Book Store

24, Crosby Lane

Bangalore 600045

20th August, 2019

The Manager

Zack Publishing House

Mumbai 400012

Subject: Requirement of new books for the store

Dear Sir,

I have received the books that you sent last week. The books are in perfect condition, and they were delivered on time. Owing to the great service rendered, I would like to order more books that would be a great addition to the wide range of books available at my store. Given below is a list of books that I would like to purchase:

Title of the Book	Author	No. of Copies
Wuthering Heights	Emily Bronte	3
Treasure Island	R L Stevenson	2
A Brief History of Time	Stephen Hawking	4
Surely You're Joking, Mr. Feynman!	Richard Feynman	2

I shall be grateful if you could send me copies of these books as mentioned by VPP as early as possible to the address given.

Thank you in advance.

Yours faithfully,

Signature

JAVED

Manager, Read More Book Store

Formal Letter Sample 2 – Letter to the Editor about a road that needs repair

Ganesh

25, SS Street

Cheran Nagar

Coimbatore 641023

8th September, 2019

The Editor

The Hindu

Coimbatore

Subject: Repair of the road in Cheran Nagar

Sir,

I would like to bring to your notice that the people in and around Cheran Nagar have been facing difficulties in travelling back and forth because of the bad condition of the roads there. We have appealed to the Municipality, but there has not been any response on the issue so far.

As our appeals to their office have had no effect, we believe that perhaps a mention in the media would be of great help. Since the beginning of the last month, the roads in Cheran Nagar have been almost impassable. The surface is badly broken up by the heavy rains, and on a dark night, it is positively dangerous for vehicles to pass that way. Moreover, there are heaps of road metal on both sides of the road, which leave very little room in the middle. The residents of the area have been inconvenienced in this way for weeks.

The situation is becoming worse. There have been multiple accidents happening due to this condition. I request you to highlight the seriousness of the matter in your newspaper so that the road may be properly repaired without further delay.

Thanking You

Yours sincerely,

Signature

GANESH

Resident

And now we begin **writing the actual letter**. The introductory paragraph sets the tone for the whole letter. You might begin by asking the recipient about their well being. Or you may say that you hope the letter finds them in good health and great spirits. The opening of informal letters should be casual and comforting. It must not be formal and direct as in business letters.

Body of the Letter

The letter overall should maintain a friendly tone. But you have to adjust the language and the wordings according to who you are writing to. With a friend, you can afford to be very casual and flippant even. But if you are writing to an elder relative, you must be extremely respectful and considerate.

One of the compulsory exercises that you'll cover in school grammar is **informal letter**. It's a nonofficial letter where you communicate with your peers, friends, or parents to convey a message.

You must follow specific rules and a structured format to write an informal letter. **Informal letters in English** vary from formal letters in form and tone.

If you're wondering what an **informal letter** is and how to write one with elaborate examples, you're in the right place.

This blog will take you through the steps to write an informal letter and ace your school examination.

Informal Letter Format

In this section, we will explain the **informal letter format** and show you how to write one in detailed steps.

1. Sender's Address:

You need to start with your address at the top left of the page. Include the street, city and postal code. Skip a line before moving on to the next part.

2. Date:

Here comes the second step. Now, you need to put the date below your address. Use a standard format like "**28th June 2024**" to clarify.

3. Salutation:

Start with a friendly greeting. Typical examples are "Dear [Name]" or "Hi [Name],". Use a comma after the name. If you're addressing it to an elder, you can use 'respected.'

4. Body:

Now, you have come to the main content of your [letter](#). There should be three paragraphs:

- **Introduction:** Start with a friendly opening. Ask about their well-being or share a recent experience with them. You can let them know how you're doing.
- **Primary Content:** Move to the main reason for writing. This can be anything from sharing recent news to asking for advice, inviting them to an event, etc.
- **The end:** Conclude your thoughts. You hope to hear back soon and express good wishes and love.

5. Closing:

End your letter with a warm closing phrase like “Yours lovingly,” “Best wishes,” or “Take care,” followed by a comma.

You must remember that the tone of an **informal letter** is conversational and personal.

What is the difference between Formal and Informal Letters?

Many students confuse Formal and informal letters when they first learn them in their curriculum. Formal and informal letters differ in their tone, structure and purpose.

Formal Letters are used for professional or official communication. They follow a strict format with the sender’s address, date, recipient’s address, salutation, body, closing and signature.

The language is formal and respectful. It’s usually used in business, academic, or official contexts. It can include a letter to the principal, librarian, or complaint letter.

Informal Letters are used for personal communication with friends, peers, or family. They have a relaxed structure, including the sender’s address, date, salutation, body and closing, and the tone is informal and friendly.

The content is more personal and can consist of sharing news, experiences, invitations, sending presents, etc.

You can say that formal letters focus on professionalism and clarity, while informal letters are based on a personal and friendly tone.

Informal Letter Writing Topics

You can be assigned various **informal letter-writing** topics in your assignments, homework, and exams. Here are some of the most popular and commonly asked topics.

1. Write a letter to your friend inviting him to your birthday party.

403, Gorakh Road

Delhi

07/06/2024

Hi Preeti,

How are you doing? How are aunty and uncle? We are all fine here.

I heard that you have scored excellent marks in your final exams. Congratulations! You’re a hard worker and getting the prize for that. I know how much you practiced the exercises, and I’m thrilled you came out with flying colors. This incident indeed calls for a celebration. So, when are you throwing a party? I’m so excited to be a part of it. Hope to see you soon. Sending you best wishes and love.

Yours lovingly

Smriti

How to Write an Informal Letter for Class BCA?

This section will give you a sneak peek into **informal letter writing** for class BCA.

406, Gorakh Nagar

Delhi

08/07/2024

Dear Raju,

I heard that you have had a fever since Tuesday. How are you doing now? Have you seen the doctor?

These times are complex, and the weather keeps changing. That's why many people fall ill or catch fever. Please listen to Auntie and eat the food she asks you. Don't forget to have timely medicines. It will help in your speedy recovery.

I'm sure you'll get well soon. Take care, and I'll visit your house tomorrow to check on you. Please stay careful.

With love,

Meera

How to Write an Informal Letter for Class BCA?

Let's look at an **informal letter-writing** example for the seventh grade.

403, Gorakhpur Road

Delhi

09/09/2024

Respected Father,

How are you and mom doing? I'm good and enjoying my hostel life. I have made a few friends in a short time and had great moments together. Our classes will start next week, and I'm excited to meet my new classmates and teachers. But I'm missing both of you. I'll hear back from home as soon as the vacation comes.

Please, both of you, take care of yourself. Mom has to make my favorite dishes on that day. We will have our meals together!

Your lovingly

Rekha

How to Write an Informal Letter for Class ?

493, Gorakhpur Road

Delhi

08/09/2024

Respected Mother,

I hope everything is okay with you, Mom. I just reached my aunt's house safely.

The train journey was a bit tiring, but I enjoyed it, too. I got a window seat and passed the time admiring the wonderful beauty of nature outside. I also bought a few food items from the hawkers to keep myself full. From the station, it was a ten-minute auto journey.

Please inform Dad that I have reached out. Take care of yourself, and I'll be back home soon.

With regards,

Minu

How to Write an Informal Letter for Class?

493, Gorakhpur Road

Uttar Pradesh

08/09/2024

Hey Swati,

How are you doing? I hope everyone is doing great at your home. I'm doing good, too.

I'm excited to invite you to my birthday party next Sunday. I'll be turning 14 that day, and want to celebrate it with my amazing friends and family. Other friends will be here too. There will be arrangements for games and delicious food items. Together, we will have lots of fun.

I can't wait to see you next Sunday. Have a superb time together! See you soon.

Yours lovingly

Ritu

Types of Business letter:- Many people in different professional industries write and receive business letters at some point in their careers. People write letters when applying for jobs, communicating updates to team members and providing feedback to other companies. Learning the different business letters can help you know which variation is most appropriate for your needs. In this article, we discuss the 15 different types of business letters and explore the common components of such letters.

Related: [Business Letter: Format and Example](#)

Types of business letters

Here are some of the most common types of business letters and when to use them:

1. Cover letters

A cover letter is a business letter typically sent with your resume when applying to a job. While not all employers require a cover letter, it is a great opportunity to explain your [professional experience](#), qualifications and interest in the company and job. Cover letters are often one page and include:

- Contact information
- Salutation
- Purpose of the letter
- A brief overview of your skills and experience
- Conclusion

Related: [How To Format a Cover Letter \(With Example\)](#)

2. Letters of recommendation

You might write a letter of recommendation on behalf of another professional to verify their qualifications and work ethic. A letter of recommendation can strengthen an application for employment, higher education or another professional opportunity. Some jobs require recommendation letters from two to three people who can discuss your qualifications for potential roles. Letters of recommendation include:

- Relationship of the recommendation
- Evaluation of the candidate's qualifications
- Examples
- Closing statement

3. Interview follow-up letters

An interview follow-up letter is a message you send to interviewers to thank them for their time. This shows hiring managers you are respectful and grateful for their consideration for a position. Be sure to send this follow-up letter within a day of the interview to express your thanks and to reiterate your interest in the position. Include key details from the interview that show how you were actively listening. Components of an interview follow-up letter include:

- Interview overview
- Expression of thanks
- Your skills and qualifications

Related: [How To Write A Cover Letter For College Ad](#)

4. Offer letters

An offer letter is one that employers send to inform a jobseeker that they want to hire them. These letters often accompany a verbal offer. Within the letter, you find key details about the position, including salary, start date, benefits and other employment terms. Candidates respond and choose to accept the offer, negotiate terms or decline. Parts of an offer letter include:

- Job description
- Job title
- Projected start date
- Salary
- Benefits
- Requested acceptance timeline

5. Sales letters

The purpose of a sales letter is to introduce a service or product to a client or customer. Sales professionals often use these letters when contacting prospective buyers or strengthening relationships with longtime clients. Sales letters help you personally connect to clients. Components of a sales letter include:

- Product description
- Cost
- Invitation to purchase or try a product

6. Letters of commendation

Employers write letters of commendation to express pride and gratitude for exceptional performance. These show employee appreciation, and managers might send them out to the entire staff to congratulate an employee for successfully completing a project. This can boost an employee's morale and encourage other employees to excel. Parts of a commendation letter include:

- Purpose of letter
- Details of success
- Invitation to congratulate

Related: [How To Write an Appreciation Letter \(With Example\)](#)

7. Letters of resignation

A letter of resignation informs your employer of your intent to resign. While you may verbally notify your coworkers and employer of your plans to leave, many organisations prefer an official letter to file. Employers may request multiple copies of this letter to file with managers and human resources. Components of a [resignation letter](#) include:

- Declaration of resignation
- Reason for resigning
- Last day
- Thank you note

8. Thank you letters

A professional thank you letter is an important way to let colleagues, employers, vendors or other business contacts know you value their time or efforts. Sending a professional thank you letter can build rapport with the recipient and communicate your intentions for the future. It might be appropriate to send one after someone helps you with a job search when a customer makes a purchase, or if a business awards you a contract. You can also send a formal version letter to express your general appreciation for someone.

- Greeting
- Reason for writing
- Details of the interaction
- Closing

Read more: [How To Write a Professional Thank You Letter](#)

9. Complaint letters

Consumers most often send complaint letters to businesses when they are unhappy with a service or product. Businesses may also occasionally need to write a complaint letter if a vendor or service failed to meet their expectations. For example, if a company sold new database software that frequently closed without saving work, an employee may write a complaint on behalf of the company. Components of a complaint letter include:

- Formal greeting
- Expectations at the time of purchase
- Description of the issue
- Expected resolution

10. Apology letters

An apology letter is an important tool in the workplace that acknowledges a mistake, expresses regret and asks for the recipient's forgiveness or patience. Apology letters create a formal record of your admitting to and attempting to rectify a mistake or failure. Parts of an apology letter include:

- Acknowledgement of the mistake
- Apology
- Remediation plan
- Office memorandum

11. Office memorandum

An office memorandum or business memo is a short yet formal document used for communication between the business and its employees. Effective memos are brief and easy to navigate. The document is primarily for internal use, such as an announcement regarding changes to personnel within an organisation or updates on company gatherings. Parts of this letter include:

- Clear subject
- Memo objective
- Breakdown of key points

• Welcome letters

A welcome letter is a formal way of introducing a company or employee and provides basic information to the recipient. For example, while a new employee welcome letter provides employees with the information to help them better prepare for their first day of work, a new customer welcome letter thanks the customer for their business and summarises the company. Overall, these letters use a welcoming tone to help establish a greater working relationship. Parts of a welcome letter include:

- Greeting
- Personalised note
- Company overview

13. Request letters

A request letter is a way to formally ask for something in the workplace. You can use this letter to request a raise, a training class, a recommendation or even a meeting to ask for a promotion. Letters of request can also be a beneficial way to gain specific information. Parts of a request letter can include:

- Explanation of the request
- Supporting documents
- Timeline expectations

14. Announcement letters

A business announcement letter is a letter sent out to employees, vendors, customers or the press to declare something of note for the company, such as a change of policy, an employee or management

change, a merger, a takeover, a product release or an event. The letter is typically short and written as a formal note. Components of announcement letters include:

- The announcement
- Additional details
- How the announcement affects the recipient

15. Termination letters

Employers write termination letters to document the reason and terms for a terminated employee. These typically follow verbal notice that a person's employment will end. Human resources departments or managers might write these for terminated employees. Components of a termination letter include:

- Employee information (name, position)
- Termination date
- Reason for termination
- Additional terms or details
- Next steps

Read more: [How To Write a Termination Letter \(With Template and Sample\)](#)

12 parts of a business letter

Standard across most types, here are the main parts of a business letter:

- **Heading:** Include your name and contact information, such as an address, phone number and email address. You might also include a company logo in the header.
- **Date:** the date you send the letter
- **Reference:** Applicants may reference a job position or customers may refer to the order information when filing a complaint.
- **Recipient's address:** the details of the recipient including their address and contact information
- **Subject:** Include the topic of the letter. If you are writing a complaint letter, the subject can be the order number
- **Salutation:** the formal greeting directly addressing the recipient
- **Body Paragraphs:** the full text with details of the letter and relevant information
- **Closing:** the last paragraph in a business letter that includes what the writer expects from the recipient
- **Signature:** Some letters require a handwritten signature in addition to a typed signature.
- **Enclosures:** Consider including your contact information. You may not need to include this if you have shared your contact details in the heading.
- **Copy Circulation:** the additional recipients for a letter
- **PostScript:** You can include an additional message after the writer finishes an article. You can note this with P.S. and your text after your signature.

Delhi

07/03/2024

Dear Ruchi,

How are you doing? I just received your gift, and I'm elated!

What an excellent choice, Ruchi! I was sad you couldn't attend my birthday, but I understand you had exams. Today, after receiving your gift, I'm on cloud nine because a PS5 is what I have always dreamed of having. I'll install this letter in my room as soon as I finish it. This is one of the best presents I've ever had.

Thanks a lot for being so thoughtful. I hope to see you soon next week.

With love,

Deb.

Tips and Tricks to Write an Informal Letter

1: Warm Opening: To maintain an unofficial tone, start with a friendly greeting, such as "Dear [Name]" or "Hi [Name]."

2: Personal Touch: Include personal anecdotes or recent events to make the letter feel charming and engaging.

3: Conversational Tone: Write as if you're directly conversing with the person you're sending it to, using simple language.

4. Positive Closing: End on a positive note with phrases like "Take care," "Best wishes," "Looking forward to hearing from you soon," and "Hope to meet you soon."

Checkout: [Story Writing Format](#)

Mistakes To Avoid While Writing Informal Letters

You need to remember inevitable mistakes that might happen and be cautious about not committing them while writing the **informal letter**. They are:

1: Use of formal Language: Avoid using formal language. Keep it casual and friendly to match the informal tone.

2: Avoiding the Recipient's Interests: Don't focus entirely on yourself. Show genuine interest in the recipient's life by asking questions and asking them to stay well.

3: Avoid Long Paragraphs: Avoid using long paragraphs. Use short, clear sentences and break up your text to make it easy for the receiver to read.

Wrapping Up

With that, we conclude our discussion on **informal letters**. We hope this comprehensive guide helps you have a clearer understanding of the subject. Remember, the more you practise, the better you'll get at it.

So, pick up some topics, practise writing, and get your teacher to check them. This way, you'll be in a strong position before the exams and can do a great job securing decent marks!

All the best!

FAQs

Q1. What should I avoid in an informal letter?

Ans – You must avoid formal language, not focusing on the recipient's interests, and lengthy paragraphs in informal letters.

Q2. Is it okay to ask questions?

Ans – Asking questions is a great way to keep your letter engaging.

Q3. Can I use contractions in informal letters?

Ans – Yes, contractions like “I’m” and “don’t” are appropriate in informal letters, and you can use them.

Q4. How do I start an informal letter?

Ans – You need to begin the informal letter with a friendly/informal greeting such as “Hi [Name]” or “Dear [Name].”

:-Condolence letter:- When an employee, client or customer experiences the loss of a loved one, it can be hard to know what to say.

Sending a sympathy card from a business involves a delicate balance of keeping things professional while also trying to show compassion and deliver genuine, heartfelt condolences.

If you struggle in this department, don't worry! Whether you want to show care for the loss of a relative, friend or [even a pet](#), Hallmark has got you covered.

What is the correct order of parts in a business letter?

The correct order of parts in a business letter is:

- Heading - includes the business name if not already on letterhead
- Recipient's Address
- Salutation - always begin with Dear and be mindful of the appropriate title
- Body - state the main point in the first paragraph
- Closing - use an appropriate closing and appropriate title
- Signature - skip four lines after closing for a written signature
- Enclosures - include the number of enclosures or list by name

What are the 7 parts of a business letter?

There are seven parts to a business letter. The seven parts are:

- Heading
- Recipient's Address
- Salutation
- Body
- Closing
- Signature

Parts of a Letter

Understanding how to write a letter is an essential part of communication in personal and business endeavors. One may need to write a letter as part of a job search, when launching a formal complaint, or to make a request or inquiry. Effective written communication may be the reader's first interaction with the writer so it is important to portray professionalism. Knowing the parts of a letter makes this type of communication easier so the writer can focus on a precise message.

Regret Letter :-

Date:.....

F/L Name:.....

Street Address:.....

City ST XXXXX

Dear _____, On behalf of the _____ Department of the University of California, Santa Cruz, I would like thank you for giving us the opportunity to meet with you regarding a faculty position within our department. The excellent qualifications of superior candidates, such as yourself, have made our selection process a difficult one. I regret to inform you that we will not be able to offer you a position. Ultimately our decision was influenced by the research and teaching needs of our department. This decision should not be taken as a reflection of your abilities or promise as a scholar. We thank you again for taking the time to share your research and professional interests with us, and wish you much success in your career. Sincerely,

Search Committee Chair

Meeting:-

A **meeting** is when two or more [people](#) come together to discuss one or more topics, often in a formal or business setting, but meetings also occur in a variety of other environments. Meetings can be used as form of [group decision-making](#).

Definition:-

A meeting refers to a gathering with a specific agenda and not just mere gathering of people casually talking to each other.^[1] Meetings may occur face-to-face or virtually, as mediated by communications technology, such as a [telephone conference call](#), a [skyped conference call](#) or a [videoconference](#). One Merriam-Webster dictionary defines a meeting as "an act or process of coming together" - for example "as [...] an assembly for a common purpose [...]".^[2]

[Meeting planners](#) and other meeting [professionals](#) may use the term "meeting" to denote an event booked at a hotel, [convention center](#) or any other venue dedicated to such gatherings.^{[1][3]}

Anthropologist Helen B. Schwartzman defines a meeting as "a communicative event involving three or more people who agree to assemble for a purpose ostensibly related to the functioning of an organization or group."^[4] For her, meetings are characterized by "multiparty talk that is episodic in nature, and participants either develop or use specific conventions for regulating this talk."^[4]

Types

[\[edit\]](#)



Meetings sometimes take place in [conference rooms](#).



First staff meeting of new U.S. President [Ronald Reagan](#)



Training meeting about [sustainable design](#). The photo shows a training meeting with factory workers in a [stainless-steel](#) [ecodesign](#) company in [Rio de Janeiro](#), [Brazil](#).

The term "meeting" may refer to a [lecture](#) (one presentation), [seminar](#) (typically several presentations, small audience, one day), [conference](#) (mid-size, one or more days), [congress](#) (large, several days), [exhibition or trade show](#) (with staffed stands being visited by passers-by), [workshop](#) .

Format of Minutes of Meeting:-

A minutes of meeting normally includes the following elements:-

- Name of the company-to the top left of the page.
- Date-to the top right of the page .
- Topic-after two return keys, center-aligned.
- Attendees-Name and designation(2 columns of a table).
- Absentees-name ,roles,reasons for absenteeism(3 columns)
- Agenda at hand-topic to be discussed.
- Issues raised-along with the names of the speakers.
- Suggestions:-made along with the name of the speakers.
- Decision:-the outcome of the meeting.

- Task List:-task allotted and the respective allottee.
- Future meeting:-The date and topic of the next meeting.

Need of Meetings

Broadly, meetings are conducted for providing information, discussing and solving an issue and sharing a sense of belongingness. The need for holding meetings is explained in the following points:

- To make decisions
- To share information
- To announce changes
- To negotiate
- To resolve conflicts
- To solve problems
- To evaluate and communicate progress
- To celebrate success
- To build relationships

To make decisions

This is the most common purpose of a business meeting. Two or more people meet face-to-face to discuss and decide on a predetermined issue. The issue can be related to a routine or a non-routine business matter.

To share information

A business meeting is used to communicate some information, which can lead to questions. Such information usually involves question-and-answer sessions from participants. For example, a manager wants to share information regarding team restructuring.

Here, a meeting is required because the team members will be affected by this move. Naturally, they will have questions about their new roles and responsibilities.

To announce changes

If a manager wants to announce an impending change in a policy, mission, vision, team structure, etc., then the manager should call a meeting. This is because the manager will be able to explain the reasons, benefits and background of changes in the meeting.

The manager will be able to resolve the doubts and concerns of the team satisfactorily. This will help neutralise the change resistance, which is inevitable in such changes.

To negotiate

A meeting is the most useful tool for negotiation between two conflicting parties such as an employer and a trade union, employees and organisation, competitive organizations, and an organisation and a government body. For example, a sales meeting is held face-to-face as sales personnel need to negotiate, influence and persuade their customers.

To resolve conflicts

Conflicts may arise at the workplace due to differences in opinion or perspective. If a conflict motivates employees to improve their performance, then it is positive. However, if a conflict leads to mistrust and resentment, then it is negative as it lowers the team productivity.

To resolve such negative conflicts, it is essential to get conflicting employees to meet face-to-face with each other and resolve their issues.

Importance of Meetings:-

A meeting is a significant communication tool in the workplace. Without meetings, business operations cannot be conducted smoothly. The meetings are important for:

- **Better collaboration.**
- **Better persuasion.**
- **Team building.**
- **Brainstorming.**

Better collaboration

When an e-mail is sent to a person, there is a chance that the e-mail may be misinterpreted or misunderstood. If the e-mail is quite long, then it might even confuse a person or complicate the meaning.

A prominent disadvantage of e-mail communication is that an individual cannot see the other party's body language, which comprises 55% of our communication. Our facial expressions, body posture and gestures play an important role in communication.

Therefore, a business meeting is needed to communicate in such a way that there is no room left for any misrepresentation or confusion.

To solve problems

Business meetings are important if employees are required to provide a solution to the organisational problem. If these problems require a critical analysis and viewpoints of participants, then they can be most effectively and quickly resolved through a meeting.

To evaluate and communicate progress

Status update meetings are essential in any project, plan, or activity because they inform the manager and the teams about the current status of the projects. The attendees can openly share their opinions about the project and brainstorm solutions to resolve problems.

To celebrate success

Meetings are important to celebrate the completion of a milestone or a project, achievement of an award, reward and recognition for outstanding contribution, etc. This helps develop harmony among various teams and motivates employees to achieve even more.

To build relationships

Meetings are also conducted to build meaningful relationships within and outside organizations. In these meetings, one should focus on the other party. Ask others to speak first about a subject.

Role of Participants in a Meeting:-

A participant who is invited to attend a meeting is known as a member. The role of a member is equally important as that of a chairperson. Usually, it is the members who actually put forward their viewpoints and queries. The effectiveness of a meeting largely depends upon the conduct of its members and the quality of their inputs.

To improve their contribution, the members attending a meeting should follow these rules:

- **Homework**
- **Be punctual**
- **Attitude matters**
- **Respect**
- **Phone etiquette**
- **Be an active listener**
- **Stay on the agenda**
- **Body language**

Advantage & Disadvantage of meeting:-

Meetings are one of the most controversial topics in the workplace. Some people hate them, while others believe they are necessary for successful teams to work together.

There are some advantages:

- Opportunity to problem solve together
- Ability to make everyone feel included
- Time to get everyone aligned about a topic
- Some people find them relaxing compared to doing independent work (I'd say that's actually a disadvantage)

There are also clear disadvantages:

- Meetings take a lot of time away from being productive
- People are invited to meetings when they aren't needed there
- The loudest people in the room can dominate the conversation
- Unless takeaways are written down after, decisions made in the meeting aren't recorded

In my view, the biggest problem with meetings is having them when they aren't necessary.

There are typically 2 types of meetings:

- **Update meetings:** everyone just gives status updates on what they are working on
- **Decision meetings:** everyone has a discussion and comes to conclusions by collaborating together

Update meetings are the reason why people broadly hate meetings. They are never necessary, and result in everyone feeling bored and unproductive. There's a few reasons for this:

1. Updates are better in writing

When status updates are shared in a meeting, they can easily get lost in the shuffle when everyone isn't paying attention, or simply doesn't retain every detail that was said. Instead, status updates should be shared in writing each week, and the meeting should be focused on discussion the most important issues that were raised in the updates.

2. Everyone wants to talk more than listen

Update meetings are spent passively listening to other people talk. While being a good listener is a noble trait, many people would rather speak and engage. The result is a group of very bored, disengaged people zoning out.

3. Everyone would rather consume information on their own terms

My team submits a [weekly status update](#) every Friday, and we all read them between Friday and Monday. This lets each team member consume that information on their own terms, whenever they have downtime. An update meeting dictates that NOW is the time that everyone must absorb these details.

4. Everyone is busy with their own priorities

In update meetings, often there is a only fraction of the content that is relevant to each participant. That means, the majority of people are listening to updates that aren't important to them. They have their own priorities they'd rather be focusing on. This is a key disadvantage of meetings: they often waste people's time unnecessarily.

5. Managers and high performers want to hold the team accountable

When you do update meetings, you're not easily able to hold team members accountable for delivering on what they commit to during the meeting. If it's not written down, you can't measure it. This is another reason why weekly written updates are far more effective than meetings.

Bottom line:

There are many advantages and disadvantages of meetings, and the best approach is to focus on these two takeaways:

- Discussion and decision making meetings are GREAT
- Update meetings are BAD, do the updates in writing instead

: - 8 c ' s of letter writing :-

The indicators of a good letter are

completeness,

conciseness,

consideration,

concreteness,

clarity,

courtesy,

and correctness.

