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1. Briefly explain why there is a need to have well written communication policies and procedures in your organization.

The written communication used at an organization will depend on the area of work and the job description. Organizational policies and procedures are vital links between the organization's vision and its day-to-day operations.

- a) Policies identify company rules; explain why the rules exist and when the rules apply.
- b) Procedures identify specific actions and their alternatives. They provide step-by-step instructions on how to carry out the actions.

Well written policies and procedures allow employees to better understand their roles and responsibilities within the predefined limits. At the same time, they provide clear direction and accountability. Written communication is a vital part of communication in an organization it should:

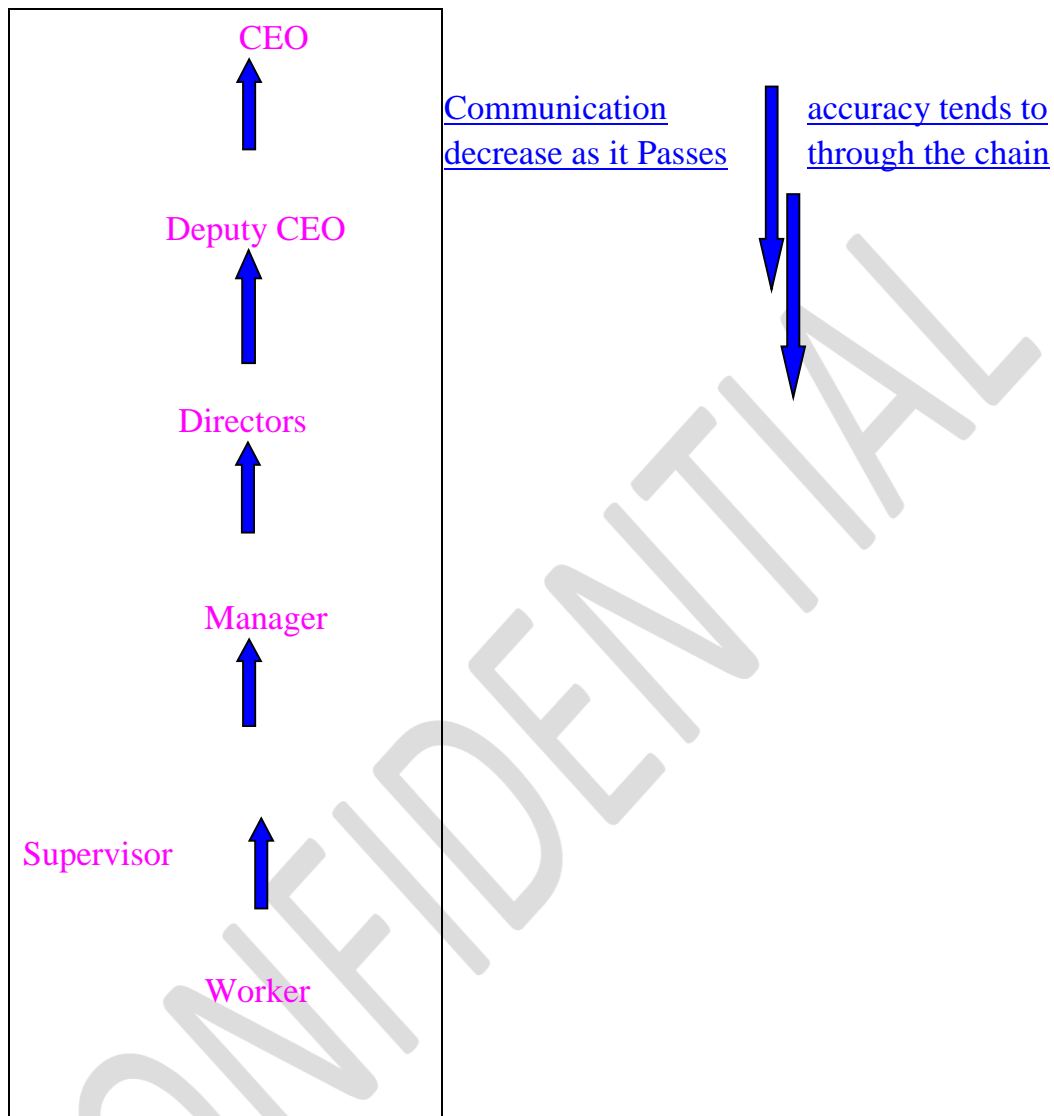
- Be simple and easy for a layman to understand ,
- Be to the point
- Avoid unnecessary repetition , and
- Avoid too many technical terms, if possible.

The written communication that is commonly used in an organization to communicate its policies and procedures include: Types	internal	External
<input type="checkbox"/> Email, letters and faxes	X	X
<input type="checkbox"/> Forms, reports and memos	X	X
<input type="checkbox"/> Minutes and agendas for meetings	X	
<input type="checkbox"/> Technical and procedural manual	X	

<input type="checkbox"/> Workplace signs	x	
<input type="checkbox"/> Whiteboard and pin-up boards	x	

2. Briefly describe what are “upward” communication and the problem it can create

Upward communication is likely to be filtered, condensed or altered by middle managers who see it as part of their job to protect upper management from nonessential data originating at the lower levels. They will also be less willing to communicate negative reports that may be interpreted as weaknesses in their performance or ability. Similarly, subordinates are more likely to screen out problems, disagreements or complaints when they feel that their superior has the power to punish them in some way. Thus, vertical communication is often partially inaccurate or incomplete.



3. Briefly explain why there is a need to have an efficient communication channel?

In an organization, information in the form of decisions and instructions flows forward, backwards and sideways depending on the position of the manager or supervisor in the communication web. For example, reports from a lower level manager will flow upwards. Such information flow is referred to as communication.

A good manager has to inspire, steer and organize his employees efficiently, and for all this, the tools in his possession are spoken and written words. To handle employees well, it is important for an effectual communication channel to be place.

In an organization, supervisors will communicate with their subordinates by using one of the following communication channels:

- Notice
- Email
- Internet
- Company website
- Telephone

Breakdown in communication channel leads to inefficient flow of information. In such instances, subordinates may become unaware of what their supervisor expects of them. Without effective communication, employees make decisions individually instead of collectively this affects productivity in the workplace.

An important element of the communication process, be it face-to-face or written, is the feedback mechanism between management and employees.

In this mechanism, employees inform managers that they have understood the tasks assigned while supervisors provide comments and directions regarding subordinates work.

Breakdown in communication channel leads to inefficient flow of information.

In such instances, subordinates may become unaware of what their supervisor expects of them.

This may cause them to be suspicious of supervisors motives and any changes in the department.

Without effective communication, employees make decisions individually instead of collectively this affects productivity in the workplace.

Eventually, breakdown in communication would adversely affect organizational objectives.

For an organization to operate effectively, the supervisor should be able to communicate to subordinates what is expected of them, and make sure they are fully aware of company policies and any upcoming changes in the department.

An effective communication channel should be implemented by all supervisors to ensure smooth running of the organization and to optimize workers productivity

Aside from the above factors, the channel of communication chosen would also depend very much on the communication and procedures of the organization, including:

- Types of information to be communicated and how it should be communicated
- Loss and dilution of information across the communication channels
- Guidelines for communication with external parties.
- Limits of authority
- Communication authority in the event of a crisis

4. Beside occasional face to face communication what other feasible ways can a manager in your organization reach out to staff to update them latest and relevant work – related information?

The communicating face-to-face bear in the mind the following considerations.

- When listening, avoid distractions as you process what the person is saying ☐ Maintain eye contact to indicate you are paying attention. ☐ Paraphrase what is said to reflect your understanding.
- Review conversations to assess and rectify and issues
- Reinforce your spoken words with written documentation if required.
- We connect with other people using a variety of communication methods such as face-to-face meeting.

Communicating with customers

Employees dealing with customers or potential customers should:

- a) Protect the company's intellectual property. A confidentially agreement should be entered with a potential customer at the earliest possible stage negotiations.

- b) Avoid discussing company designs and processes that are still under development as this may lead to publication, thereby compromising the company's rights under the patent and designs legislation.

5. In your organization, what are the party's you need to establish and maintain network and relationships? List any 5 parties

Answer:

Need to establish maintain network and relationships in my organization is below

- To inform customers

The survival of an organization depends on successful communication with customers and clients. Organizations need to communicate with customers to inform them of new products changes in procedures/policies or to express goodwill.

- To manage risks

To manage and minimize risks, an organization needs to keep in contact with insurance companies.

- To manage legal aspects

Organizations have to maintain relations with lawyers to manage legal aspects.

- To gather a good pool of vendors

An organization must make regular contact with suppliers to ensure timely and proper supply of raw materials.

Five parties

- Support staff
- Supervisors
- Managers

- Customers
- Suppliers

6. Briefly explain how feedback sessions can promote better communication among colleagues.

Feedback Sessions

Feedback agents increase employee satisfaction and inform upper management issues and needs of the organization.

Staff surveys allow the leadership to assess the perception.

Personal and welfare needs and productivity of the employees.

Focus groups involve people from different departments sharing their thoughts.

Concerns and ideas on a specific aspect.

An open door policy

Encouraging employees to provide feedback whenever they want increases upward communication effectiveness.

It is also important for organizations to hold annual staff conferences or retreat sessions for key staff to develop and communicate new work plans.

7. With reference to your workplace, list 3 standards relating to communication and describe the common communication tools used in your workplace.

Generally, organizational standards relating to communication include the following:

- a) Informal or unwritten standards established by the workgroup
 - Verbal instruction from mentor to trainees
- b) Formal or official standards established by the workgroups

- Standard weekly or monthly progress report format
- c) Company policies and procedures such as
 - Formal template for presentation
 - Letterheads and emails format
 - Order and flow of communication to follow within the organization
 - Objective of the communication and message content
- d) Industry practices and norms
 - When communicating to customers, a service provider will normally inform customers of the charges and what it relates to for the services provided before entering into a contract.

8. Briefly explain what you understand about communication styles and its attributing factors that made ones communication style different from another?

Communication style refers to the unique style applied by a communicator while interacting with others. Identifying the communication style of an individual allows us to understand the individual in terms of his or her background, way of thinking and perception of social reality. Some studies have suggested that studying the communication styles of a group of organizational employees can be equated with learning the organizational culture.

	Passive	Assertive	Aggressive
Definition of communication style	You put the rights of others before your own, minimizing your own self worth	You stand up for your rights while maintaining respect for the rights of others	You stand up for your rights but you violate the rights of others
How others feel when confronted with the communication style	Your feelings are not important you don't matter I think I 'm superior	We are both important. We both matter I think we are doing	My feelings are not important i don't matter I think I 'm inferior

How others 'hear' the communication style	Apologetic Overly soft or tentative voice	'I' statements Firm voice.	I' statements Loud voice with aggressive tone
Non – verbal characteristic of the communication style	Looking down or away. Stooped Accepting of the outcome despite it not meeting own needs	Direct gaze. Relaxed posture; smooth and relaxed movements	Staring ,narrow eyes Tense ,clenched fists rigid posture, pointing fingers
Possible reasons for the communication style being adopted	Low self-esteem Anger at self. False feelings of inferiority. Disrespect from others	Higher self-esteem Self-respect. Respect from others Respectful from others	Feeling guilty Anger at others Low selfesteem Disrespect of others

9. List three items you need to do when verifying facts from documents and third parties for information and history of conflict?

Check facts and opinions from all parties involved in the conflict:

- Listening actively and understanding the intention behind the opinions offered
- Ask for further clarification when uncertain
- Pay attention to facts and evidences
- Do not conclude or judge until all enquiries are complete

Verify facts from documents and ask third parties for information on:

History of the dispute.

Precedent(s) of such an incident in the organization or industry.

Legislative or legal provisions.

The conflict at hand may be colored by a backlog of animosities, historical grievances, mistrust, alliances, and structural power imbalances. If intervention is to be initiated, a full understanding of these complex relationships has to be shared by all parties involved. In such disputes, there is likely to be no consensus over the boundaries of the conflict.

10. Identify three possible source and benefits after parties in conflict took time to work through their differences of opinion in a conflict situation?

Workplace conflicts, when handled appropriately, are not detrimental. Positive outcomes result when we accept conflicts and address them constructively.

Taking time to work through significant differences of opinion can lead to:

1. Better solutions to problems.
2. More cooperation among people as they learn more about one another.
3. Greater acceptance and understanding of others.
4. Higher team performance.
5. Greater innovation and new ideas.
6. Increased motivation because road blocks are removed.
7. Improved communication.
8. Improved working relationships.
9. Release of tension, anxiety and stress.
10. Clarification of important issues.
11. Completion of group project.

Conflict can benefit the organization in a few ways:

1) Engage employees:

Conflicts focus employees on the task at hand. When employees are free to voice deferent opinions, it improves the overall quality of meetings.

2) Improves employee relationships:

When conflicts are resolved professionally, they result in better understanding and trust and strengthen employee's relationships

3) Improve ideas:

When a group of people are unafraid of conflict and speak freely, their ideas can be adapted and honed to become more attractive, the company will then be less likely to put poor ideas for new products or services

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