Communication in the Workplace

BCOM 214, Section 002

December 8, 2017

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This report provides critical information that has been researched about communication in the workplace. It will provide data, statistics, and a better understanding that will help in the upcoming project our organization is taking on. Communication has a very broad meaning in the workplace and a summary of key points and important information is provided. The following report will go more in depth in how communications have evolved, what employees want, workplace flexibility, and communication between power levels.

With younger generations graduating college and joining the workforce, trends and preferences in the workplace start to evolve and change. The millennial generation grew up with cell phones, internet, and being able to communicate instantly with anyone they wanted to. It was much different than when baby boomers and similar generations were growing up. This will drastically affect how communication takes place in many work environments (InsideSales, 2017). This shows how being up to date with technology as well as being tech-savvy will play a positive role in the workplace and things begin to evolve and change. The large influx of college students joining the workforce after college will definitely play a role in how communication evolves. Instant message is normal and preferred for the younger generation and that may affect older professionals. “Millennials themselves are 35 percent more likely to use IM daily at work than Baby Boomers” (InsideSales, 2017). The preferred way of communication is different for mostly everyone but having the communication be instant is what the workplace is heading towards if it isn’t already applied.

From a survey of over 1000 employees from a range of industries, more than 70 percent of respondents want the communication in their company to improve (Survata, 2016). Many companies still send mass emails out to their employees which often get missed or ignored. This way of communication is outdated and ineffective. The way a message is presented makes a huge difference in how receptive and engaged the audience is. Mass emails and memos are not sufficient enough anymore. Survata also stated in the survey of over 1000 people, more than 80 percent of employees felt that the information presented from human resources is important. That statistic demonstrates that most employees find information valuable and will not neglect it if it is presented in an effective way. A lot of information in companies is still being passed through ‘water cooler chat’. Receiving information from another colleague is what many employees rely on but is inconsistent and not reliable. 74 percent of employees feel disconnected and that they are missing out on information at work (Hannah, 2017). Having well set up ways of communication will stop ‘water cooler chat’ and ensure that the employees are not misguided and unaware of what is going on. A solution to having an inefficient communication method is to know the audience and relate to them. Having an engaged audience will improve productivity in the company.

Being able to communicate in the way that is easiest for a person can increase their productivity. Companies that use only a certain method of communication can be detrimental to the work flow of an employee. The flexibility of a company is vital to the efficiency of their employees and in turn is beneficial to the company. The flow of communication between employees and their superiors can be constrained by the lack of flexibility in a workplace and vice versa (McPhee, 2016). Taking a step back and evaluating the different possible approaches
towards communication can make a noticeable difference. Testing alternatives forms of communication with employees can be a tiresome but rewarding task. There are countless ways to communicate a message to a company, and testing them can give a company a good understanding of the most efficient way to communicate. There is no workplace norm that fits at every company. Thinking outside of the box and listening to the employee’s preferences can make a huge difference in production. One way of communication in a workplace isn’t as effective as tailoring communication to the person or department. With the wide age range in many companies, different communication methods can be better. For example, Baby Boomers and Millennials may have similar jobs in a company but due to their history with technology one may prefer email while the other could prefer a text or phone call. Knowing your employees is crucial to the company.

A message can come across to a person in many different ways depending on tone and the sender. It is extremely important to know your audience and to make sure a message is worded the right way depending on the recipient. An employee sending something to their boss is a lot different than sending something to a fellow colleague. The formality is taken into account and being unprofessional can send a much clearer message than the original. When a superior addresses a subordinate it may seem as if the tone does not play as big of a role but it does. Credibility and respect always come into account in any message to anyone. Having an employee that does not have respect for a boss will cause a loss in productivity. If a subordinate does not see the superior as credible, developing a sense of trust becomes very difficult. By not having a certain level of trust between a boss and employee, many tasks and the performance of the company can be negatively affected (Lin, 2017). In order to maintain an efficient workplace, trust is essential. A superior may come across as aggressive even if that was not the intention. Lin, 2017, explains that when talking to someone with a lower status, it is important to be mindful of the tone and way a message is addressed.

Communication in the workplace can make a dramatic effect on productivity. The workplace can be a hostile environment at times and when communication is lacking it can be much worse. Finding an efficient and effective method or methods of communication is crucial to advancing a company. The report shows what some more effective methods of communication are and how to implement them. The evolution of communication, preferences of employees, flexibility, and superior to subordinate communication are vital to the productivity of a workplace. The upcoming project for our organization will benefit from the information provided.


