

# Chapter Review

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## Communication in Organisations

### Objectives...

- 1 identify the main functions of communication
- 3 contrast different lines of (downward, upward and lateral) communication within organizations
- 2 describe the communication process and distinguish between formal and informal communication
- 4 review common barriers to communication within the context of organizations
- 5 evaluate the use of committees within organizations

### Key Terms

<b>Communication</b>	the activity of conveying information
<b>Formal communication.</b>	Formal communication involves presenting information in a structured and consistent manner. Such information is normally created for a specific purpose, making it likely to be more comprehensive, accurate and relevant than information transmitted using informal communication. An example of formal communication is an accounting statement. See Informal communication.
<b>Informal communication.</b>	This describes information that is transmitted by informal means, such as casual conversations between members of staff. The information transmitted in this way is often less structured and less detailed than information transmitted by formal communication. In addition, the information may be inconsistent or may contain inaccuracies. Furthermore, the information may also include a subjective element, such as personal opinions. See Formal communication.
<b>Lateral communication</b>	communication within an organisation which exist between individuals in different departments or sections, especially between individuals on the same level
<b>vertical communication</b>	communication flows up and down the management hierarchy

25. Communication affects organisational performance and is central to an understanding of organisational behaviour. Effective communication is required to ensure that the goals, feedback and other management messages to employees are received as intended. Trust and clarity help ensure efficiency and effectiveness. Through effective communication, managers can develop productive employees. Effective communication requires an understanding of the communication process, an ability to select the correct channel, deliver the right message in the right form, in the right place and at the right time. This chapter has explored a number of concepts, tools and techniques to assist with these issues.