

## Effectively Communicating Within an Organization

### **Statement of Problem:**

Effective Communication is the key to success in many different aspects. Mintzberg stated, managers must be able to communicate easily and efficiently, and they must share a vision of the direction in which they wish to take their organization. If they cannot agree with reasonable precision on these “plans”, then they will pull in different directions and the team (or organization) will break down.” (Mintzberg, 1973) The issue at hand is that the managers within my organization lack time to review monthly monitors and update the team on changes within the organization. Each time a call is monitored, there is an email sent out with the report as well as the audio of the call attached. . The intent of the email is for each person to review his or her call and notes. After reviewing the notes and the call, if you disagree with what Quality Analysis (QA) documented, you are to then email that information to your manager. On numerous occasions misconstrued notes are documented. As management ineffectively communicates issues about one’s production the misunderstanding results in employee dissatisfaction, a decrease in management credibility and also the level of customer service provided to external customers becomes inefficient or negative.

Also, when employees are dissatisfied, the dissatisfaction causes a ripple effect and can interfere with operations. Management should make sure that employees are fully aware of what is going on within an organization and what the exact expectations are. When managers receive a call scored from QA, they will review the call and then forward the call to the representative via email. The representative must review the call and forward any disagreements back to their manager for reconsideration. A few minutes out of the day to face-to-face discuss the call

Luck, Susan 11/20/2011 11:36 AM

**Comment [1]:** “that” instead of the comma

Luck, Susan 11/20/2011 11:36 AM

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monitored would be fair to the representative. Someone critiquing your work behind the scene is bad enough, but not having the ability to discuss concerns verbally could create more issues. When employees receive their review and the review isn't a perfect score, representatives become dissatisfied about the results. Sometimes writing an email to explain the reasoning behind an imperfect score creates a negative effect. Angry people can't get a clear point across in an email. Dissatisfied employees can lead to a negative outlook on the company. Employees become disengaged with activities that the company wishes to sponsor and also dread going to work each day. The morale within the company slowly turns into negativity.

Equally important, a manager's word and his actions are all he has to stand on when satisfying employees. "Employees tend to live up to their managers expectation of them. If a managers expectations are high, productivity is likely to be excellent." (Peter Hall) If employees feel as if they can't trust their manager, the mistrust creates a barrier. The amount of credibility a manager has determines the amount of trust an employee will place into his manager. Gaining rapport is imperative for management in respect to employees. If employees are able to speak with their managers verbally instead of in a written manner, people may be able to express their concerns more clearly. All questions and inquires will be resolved at that particular point. When received reviews are unclear, people begin to create their own assumption for the "mark-offs." When we receive feedback that we feel is reviewed poorly, we would like to have someone to consult with at the same time we receive our review. If your manager is always too busy to assist you with issues that greatly concern you, then you feel as if he is backing out and your level of trust begins to die down. Keeping productivity excellent requires satisfying the team members whom control production and allowing team members' constant access to managers. Managers should keep the trust with each person that reports to them.

Luck, Susan 11/20/2011 11:36 AM

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Furthermore, customer service assists with the overall ratings that each organization receives. Communicating effectively to keep your team members abreast of expectations and changes before the changes happen will help reduce employee negativity, create an understanding and also increase satisfaction among employees. Employee satisfaction will also help your employees to take good care of the organization consumers. If customers are unhappy with the level of care that they receive when they reach out to an organization for assistance, the organization becomes known for bad customer service. For instance, if you are shopping for a new bank to do important business with and one friend has encountered a bad experience with a certain bank, the only thing you can think about is the negative comments that your friend told you. In some cases, the negativity will automatically eliminate you from taking your business there. If employees are unhappy with an organization, then unhappiness causes them to have a careless attitude about the company's image. When employees gain this "I don't care" attitude, carelessness creates a domino effect; not only does it cause dissatisfaction with the employee but with the customers as well. very nicely explained When you contact someone about a bill that you received and he treats you with disrespect, then as a consumer you automatically begin to look for other places to take your business. Effective communication will go a long way and reduce misunderstandings that create negativity. Just as responsibility is a team member's goal when performing certain tasks within an organization, satisfaction is up to the manager. Management is responsible for making sure that each person is satisfied, the level of care remains efficient, and also experiences are positive.

In conclusion, effective communication is essential within an organization. Being able to deliver sensitive information in an understanding matter to your employees would assist with keeping the morale at a high rate. In many cases, people fail to realize that just by

communicating face-to-face, simple misunderstandings can be eliminated. During the time management show that they care about their employees concerns, employees are more likely to talk to management instead of holding so much frustration within. In some cases, management may be a little too busy at a certain time period to discuss concerns about the reviews and change; if management could find an effective way to inform the team members of such, then the expectations of the team members won't be so high. Being able to have face-to-face meetings to discuss reviews and changes within the organization is beneficial to representatives. When you meet face-to-face with a person, body gestures tell it all. You gain a better understanding of what the expectations are if you have a manager that is making direct eye contact and speaking with confidence. Assumptions would lessen if everyone agrees to understand each and every one's expectation of one another. If you are a person that likes to receive feedback via an email, then maybe the approach isn't all bad but for a lot of people, being able to verbally express concerns will make life a lot easier within the organization.

Luck, Susan 11/20/2011 11:36 AM

**Comment [4]:** Who; always use "who" or "whom" when referring to people

Luck, Susan 11/20/2011 11:36 AM

**Comment [5]:** Here too