Communication in the Place of Work

Student’s Name

Institution

 “Good morning and welcome. I hope all is fine. Today we will be making flavored fermented milk. As we all know, our milk is fairly new to the market and as we review the feedbacks, I can safely say that we are headed in the right direction. Last week alone we managed to penetrate various up markets where our rivals dominate [goes to the projector] If we can see this area [points to a certain city] our competitors due to their nearness to the suburban, have managed to hold their ground. We have managed to put up tents bring services near to the people, positioned various sales people outside supermarkets to introduce our product and give samples to taste. I would like to see all the workers doing their best. Today we look forward to make head way in this area.

Workers should retain good communication to each other. If one finds the other making a mistake and not doing their work well, they should be in position to correct them for example {draws on a chart] not covering their head and this {points to the chart] is a packet of milk which has some hair strand in it. It will go straight to the supermarket and right into the homes of our customer. Should the customer see the hair it will severely damage our reputation. So it is very important to point out before the mistake happens. This should be done politely and if one refuses to heed, the appropriate channels are to be followed.

Production staff should address the helping staff with respect (Ashkanasy,2017) If a helping staff thinks that they are mishandled or ordered around, they will not function best. If we do not find our rooms cleaned, dusted and washed, we would waste a lot of time doing it ourselves. If for example we arrive here at 8 o’clock and find the place a mess, (draws on the chart) all of us let say we are 100 workers, and each of us uses 20 minutes cleaning their place of work, then we would waste 2000 minutes which adds up to 3 hours before we actually settle down.

We also need to have good communication channels between our workers and those who run the machine. If for example the machines make too much noise it needs to be communicated so as to be reduced where possible, when there is too much heat then it should be pointed out foir them to make the right adjustments. This will make our milk retain its texture and taste which is paramount to our success.

When there is proper communication between the finance department and the production department, then it should be clear when there is no enough money to undertake a production of a particular product. Let say for example a certain line is opened and starts running, and in the middle we run out materials then, we shall be forced to shelve the product and wait for materials become available. It will be a waste of time and the milk might go bad, adding to our losses.

As for the sales and marketing departments, there should be communication to tell them what in our case the size and flavor is moving fast from the shelves in the market.[goes to the projector] if this particular flavor and size is moving fast, the more of it should be produced. This will make our profits more as we identify what our customers want. The marketing department should also be on the lookout for any complaints to be able to rectify. It is also important for it to know the population is being served at a time so that there is no over production. They should also be in a position to tell what our rivals are doing for example, cutting the prices. Introducing news flavors, change of packaging and so on.

The same goes for the financing department whereby they need to liaise with sales department and also marketing department so that they can calculate the output versus input. It is

This will help calculate whether the company is making profit or losses. [writes on the chart] if for example a packet of milk cost 2 dollars and the cost of production is 3 dollars, then definitely, a loss.

As for the quality assurance department, if they find anything that is injurious to health, then it should be pointed out to the production department for them to correct(Haslam,2014)if for example there is over usage of let say preservative then it can be pointed out and appropriate steps taken to reduce it. The department should also make sure that those handling our products are clean and also disease free. The department should also make sure that whatever is perceived to be bad for health by the market pool should be kept at minimum or alternatives sought. This will make our products safe to use(Goestsch,2014)

Last but not least, we should be wary of our safety while we are working. We have our safety team which should make sure they keep us from harm from outsiders and also solve any security problem internally should it arise. They should also help the workers know the safety dills when for example in case of fire. They should also know how to administer first aid and evacuation processes.”

References

Goetsch, D. L., & Davis, S. B. (2014). Quality management for organizational excellence. Upper Saddle River, NJ: pearson.

Ashkanasy, N., & Dorris, A. (2017). Emotions in the Workplace. Annual Review of Organizational Psychology and Organizational Behavior, 4(1).

Haslam, S. A., van Knippenberg, D., Platow, M. J., & Ellemers, N. (Eds.). (2014). Social identity at work: Developing theory for organizational practice. Psychology Press.