COMMUNICATION

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Relationship communication

My place of work is a production company where we are involved in the manufacture of milk as well as flavored fermented milk. Communication is said to be the process of exchanging information, ideas or instructions between two or more people. Effective communication is paramount as it allows passing of ideas between two or more parties as well as instructions and information. Failure of having effective communication at the workplace leads to frustration as well as confusion which can slow down the process of production or even interfere with the process leading to the organization incurring a lot of unplanned losses (Leonard, Graham, & Bonacum, 2004).

Effective communication at the workplace helps in reducing barriers created because of language and cultural differences. With effective communication at the company, instructions are well given, and employees can carry out their duties effectively. When the manager gives instructions effectively through proper communication channels, he is assured that they will be followed and hence he expects a positive feedback. This is the same case with the production manager. If the production manager passes his instructions to the people at the production correctly and there is constant communication on how things are going in the production, there are fewer chances of a mistake or error taking place, and if any default happens, there are on the look- out, and correction is done immediately (Leonard, Graham, & Bonacum, 2004).

Communication also enhances team building among us workers in the production department. With effective communication, the members of the department can understand each other as well as appreciate each other shortcomings and hence reduce chances of conflict. With effective communication, we can learn from each other shortcomings and appreciate each worker strength and hence establish a team and work is done through teamwork. With teamwork, there are minimal chances of committing any errors as each member is committed and we have a similar objective.

Effective communication also enables communication and understanding between the production and trained staff with the helping staff. We can communicate on when we need their services in a respectful way and also there is the boundary that is created in an official manner. Effective communication also boosts the employees’ morale. Although pay is a concern for many workers, it is not their only concern. Employees appreciate good communication coming from management and especially from their managers. It produces an efficient work environment. When the staff is satisfied with their roles, they can efficiently carry out their duties with a positive attitude. Failing to communicate effectively in a workplace leads to frustration and confusion among employees. However, managers can alleviate such problems by keeping the lines of communication open.

We also have communication between the production people and the engineering people. The production people communicate to the engineering people when the temperature or the pressure is too high to be regulated. Also, they alert them when they have finished their manufacturing process so that the engineering people can switch off the machines that were being used. This kind of information is very paramount as if not well done, it can lead to production problems which can interfere with the quality produced and hence the market performance of the company (Riel, & Fombrun, 2007).

There is also communication between the finance people or department with the production department. The production department makes a list of the products they need to produce a certain amount of milk and passes it for approval to the finance department. In case the budget is unrealized, or the company lacks sufficient funds, the production department is informed so as they can utilize the available resources and even improvise some.

 There is an increase in efficiency in the organization with this kind of effective communication. The two departments also improve their working relationship as they can communicate and interact with each other. There is also communication between the marketing and sales department with the production department as well as the finance section. The sales and marketing department can communicate to the production department on the desired product in the market so as they can increase in its production. Additionally, they are informed about any negative feedback received from the market and can work towards improving the defect Van (Riel, & Fombrun, 2007). The marketing department also carries out market survey and determines the market size so as the production department can estimate the number of products they need to produce per shift.

There is also communication between the sales and marketing section with the finance sector. The communication entails the market performance of the goods and services the organization is providing, the market share as well as the profit value. The finance department can calculate the amount of capital they have used and the expected profit about the market share as well as the price of the goods. There is also communication between the quality assurance department with the production department as well as the overall management of the company. The quality assurance department analyzes any hazards that are present and communicates to the production sector for them to rectify (DiMatteo, 1995). They also determine the critical control points and establish the critical limit. This is followed by setting up a system to monitor control of critical control point and develop corrective measures. There is also the verification process which is followed by the documentation. All these steps by the quality assurance department help the production department to ensure safety in the products they are handling and avoid any form of contamination.

Lastly, there is communication between the overall organization members with the security department to ensure the safety of the employees while working in the organization. The management is also informed of any possible threats, and they work towards ensuring it is solved. All these processes aid in making the role of the organization and how it works effectively. There is also the strong relationship between every staff of the organization due to the effective communication experienced by every member (Leonard, Graham, & Bonacum, 2004).

References

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