Chapter 1
Communicating at Work
Chapter Outline

- The Importance of Communication
- The Nature of Communication
- Ethical Dimensions of Communication
- Using Communication Networks

The Importance of Communication

- Communication skills: are vital to personal success at work are a major factor in job interviews help determine success or failure for a company are in use during 75% to 80% of your work day determine life or death in some occupations

The Nature of Communication

Communication is a process in which people who occupy differing environments exchange messages in a specific context via one or more channels and often respond to each other's messages through verbal and nonverbal feedback.
The Process of Communication

Figure 1-1: Communication Model

Types of Noise

- External (Physical) Noise
  - Example:

- Physiological Noise
  - Example:

- Psychological Noise
  - Example:

Communication Contexts

- Physical context

- Social context

- Chronological context

- Cultural context
Communication Principles

- Communication is:
  - unavoidable
  - two-level
  - irreversible
  - a process
  - not a panacea

Ethical Dimensions of Communication

- Ethical frameworks
  - The Categorical Imperative
  - The Utilitarian Rule
  - The Golden Rule
  - The Professional Ethic
  - The Publicity Test

Using Communication Networks

A **communication network** is a regular pattern of person-to-person relationships through which information flows in an organization.
Types of Communication Networks

- **Formal Networks**
  - Downward Communication
    - Superior to Subordinate
  - Upward Communication
    - Subordinate to Superior
  - Horizontal Communication
    - Employee to Employee

Effects of Downward Communication on the Message

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<th>Written by Board</th>
<th>Rec'd by VP</th>
<th>Rec'd by Dir</th>
<th>Rec'd by Mgr</th>
<th>Rec'd by TLead</th>
<th>Rec'd by Worker</th>
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Types of Communication Networks

- **Informal**
  - Co-worker and personal friendships
  - Family
  - Personal Interests
  - Career Interests
  - Physical Proximity
Functions of Informal Networks

- Confirming formal messages
- Expanding on formal messages
- Expediting official messages
- Contradicting official messages
- Circumventing formal channels

Career Tips

- Cell phones, pg. 26
- Instant messaging at Work, pg. 29