Communication skills

Lanisha Johnson

Ashford University

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**Question 1**

The way conversations take place within an organization can either increase or decrease the job satisfaction of an employee. This can easily make or break the organization. The success of an organization will not only depend on how professional the employees are but also on whether or not they are satisfied. According to Bevan (Section 6.2), employees are usually more satisfied with an organization that promotes open communication. It makes them open and thus easily share their ideas with management. Having a superior, that conveys instructions or messages in a friendly manner would significantly enhance my job satisfaction. It would enable me to easily approach them when an organization related problem arises and voice my concerns. It would also motivate me to work harder as people give their all when satisfied with their jobs. It would not only aid in the growth of the organization but also increase my chances of a pay rise or promotion due to my hard work.

People that are satisfied and enjoy what they do often have a higher output compared to those that are not. Satisfaction gives them the morale to do their job. It is, therefore, vital to have an environment that makes everybody in the workplace comfortable. Nonverbal immediacy is one of the steps I would take to enhance the job satisfaction of my colleagues or employees. It entails the use of non-verbal cues such as body language, smiling, and making eye contact (Section 6.2). Being nonverbally immediate with them would make them see me as a caring and trustworthy person. It would enable them to feel free around me and even be open to raising their concerns whenever any arise. They would also be willing to give suggestions on improvements that should be made, without fear of being reprimanded and thus improve the productivity of the organization since they are satisfied with their work.

**Question 2**

Good relationships are essential, especially in business, as very few of them can thrive without forming a solid foundation with their customers (Gremler, 2000). According to Bevan (Section 7.2), rapport is the ability to effectively communicate with other people and create an understanding with them. It can also be defined as a close association with other people or groups in a manner that enables you to understand one another's ideas, thus enabling a harmonious connection. At the initial stage of rapport creation, questions that are open-ended can be used as a way of encouraging each other to exchange information.

It is crucial to have good rapport when conversing with other people as it creates a solid base for future relationships. For things to run smoothly in the workplace, especially where the people have workto face to face every day, the employees must have a good relationship with each other. For this reason, good rapport with each other will come in handy as it will not only aid in making but also sustain the proper relationship between them.

When establishing rapport, there are four fundamental principles that have to be put in place. These include creativity, consideration, confidence and duty to care (Section 7.2). Care means showing interest in what the other party is saying. Showing the other party that you care can easily make them want to exchange information with you. It can be demonstrated by being totally attentive and asking them about their interests. The questions should, however, be appropriate to avoid making them feel uncomfortable that making them unwilling to engage in the conversation.Confidence can aid in the creation of a rapport. When someone is confident when expressing themselves, it makes the other party believe in what they are saying. It even pays attention, thus enabling them to have a harmonious understanding for one another.

**Question 3**

Self-disclosure is the process by which a person reveals details about themselves to another. It could take several forms that are entirely different from each other, namely, deliberate or intentional, accidental or unplanned, unavoidable or client’s deliberate actions(Zur 2010). The information involved could include successes, failures, likes, dislikes, favourites, dreams, thoughts, aspirations and goals.

Self-disclosure, in the right circumstance, is often rewarding. For example, successful workplace self-disclosure is essential as it aids conflict resolution, productive team building and improvement of how colleagues and clients get along with each other. Similarly, when an individual shares their information, it makes the other party feel not only trusted but important to the person. It makes them feel comfortable and thus end up sharing their own, forming stronger bonds between themselves. The likeability of a person can also improve when they reveal their information, and this can create career opportunities for them.

However, it is not always advisable to disclose extremely personal information. It is essential to know when and to whom you should reveal your information and the manner in which to do it. One should, therefore, carefully make an informed judgment and know when it is appropriate to speak or not. When the disclosure goes wrong, it could taint someone's name, ruining their reputation. In addition, it could put the listener in an uncomfortable situation if it is more than they are comfortable handling. It may also make people reluctant to share their information with you if they lose their trust for you as a result of the disclosure. As much as self-disclosure may be relieving to the person disclosing, it could end up being a burden to the listener.

Sharing information face to face elicits different and more authentic reactions and responses as opposed to doing it online. For example, in a face to face conversation, the listener demonstrated some non-verbal cues such as facial expression like smiling, body orientation and touch, which was not the case with doing it electronically, via text. The face to face conversation was also verbal as it was one on one while texting was not. Face to face conversation also gave a more authentic response as it was immediate and instant as opposed to electronic communication which took time and might not have been genuine.

References

Bevan Section 6.2, Section 7.2

Gremler, D. D., &Gwinner, K. P. (2000). Customer-employee rapport in service relationships. *Journal of Service Research*, *3*(1), 82-104.

Zur, O. (2010). Self-disclosure & transparency in psychotherapy and counseling.