Communication

Name:

Institution:

Date:

Communication is the process by which members of society share information, ideas, facts, views, and feelings with each other effectively. The common aim in communication is for the parties involved to reach a common understanding. Communication is the most important factor in management and people's interaction in a working environment. There are two main types of communication which are formal and informal communication. This paper seeks to explain the phases of the communication process in the analysis of a miscommunication.

**Case scenario**

In the past few days, we hosted some employees from another company who had come for benchmarking in our company. I had been requested to communicate with the supervisor in the janitor's department to make sure that the offices were thoroughly cleaned and organized. I made a quick phone call and a text message to the janitor's department and instructed the supervisor to make sure that the offices were cleaned the following day. Thorough cleaning in our company is usually done on weekends.

The following day I arrived at work just on time thus I did not have adequate time to check around and see whether the cleaning was well done and if it was not well done there was no time to do it. I also trusted the cleaning supervisor. The visitors arrived and immediately I received a call from the manager seeking an explanation as to why the offices were not thoroughly cleaned and well organized. I had sent a message to the supervisor and followed it with a call. I reviewed the message and found out that I had not told the supervisor to conduct a thorough cleaning. The janitors did the normal cleaning they do every day.

**Stages of communication**

1. Sender’s idea-I was sending the message to the Janitor’s supervisor.My idea was the janitors to do a thorough cleaning and organize the office appropriately because we were hostingsomevisitorsthefollowing day. I expected cleaning department to organize themselves and have thorough cleaning done by thenextmorning.
2. Encoding the message-I went in my office and wrote a text message to the janitor’s supervisor asking him to conduct cleaning the following day. Later, I sent him a text message which stated, "Tomorrow make sure cleaning is done "this was the message sent and received.
3. The transmittable medium used by the sender- I transmitted the message through a phone call and letter sent a short phone message.
4. The channel used- the channel that I used to send the message was a phone.
5. The receiver – the supervisor got the message both the phone call and the text message as I had sent it.
6. Decoding the message- the janitor’s supervised listened and agreed that he had understood what I had told him.
7. The response from the receiver- the supervisor gave feedback and stated that the message had been well received and that he would conduct the cleaning as usual.
8. The audience feedback- My feedback was that I did not mean the normal cleaning that is conducted every morning during a working day. I wanted exclusive thorough cleaning done by the time the visitors were arriving.

**Communication barriers**

In this case, there was a semantic barrier whereby there was a problem in encoding and decoding the message. While writing the message the sender did not use the appropriate words that explained the kind of work that was meant to be done. On the other hand, the receiver interpreted the message differently from the sender. If my wording in the message were appropriate the receiver could have acted on it appropriately and done the correct thing. I should have encoded the message the same way received officially. The message should have been "kindly tomorrow conduct a thorough cleaning and organize the office appropriately. We will be hosting guests."

Another barrier was a psychological barrier. When I was sending the message, I was busy trying to update some reports and there was a lot of work pending that needed completion within a short time. This shifted my concentration from the message and just communicated without any concentration on the message. This made communication not too effective. My mind was preoccupied with various things thus causing miscommunication.

Therefore, communication is important and should be done effectively. The quality of the message should be high for the sake of good message transmission. As stated in the above discussion, the eight stages of message transmission should be considered. The official message, the encoding of the message, the medium of transmission, decoding, the receiver and the feedback given are key stages in communication.