COMMUNICATION PROBLEMS INSIDE A COMPANY. TOOLS AND TECHNIQUES FOR THEIR REDUCTION

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Communication

….something we know its importance, we believe that we have it but in many cases and problems, we realize its lack….

….for this reason, this master's thesis, is trying to provide us information about communication, in order to feel more familiar to this human characteristic….
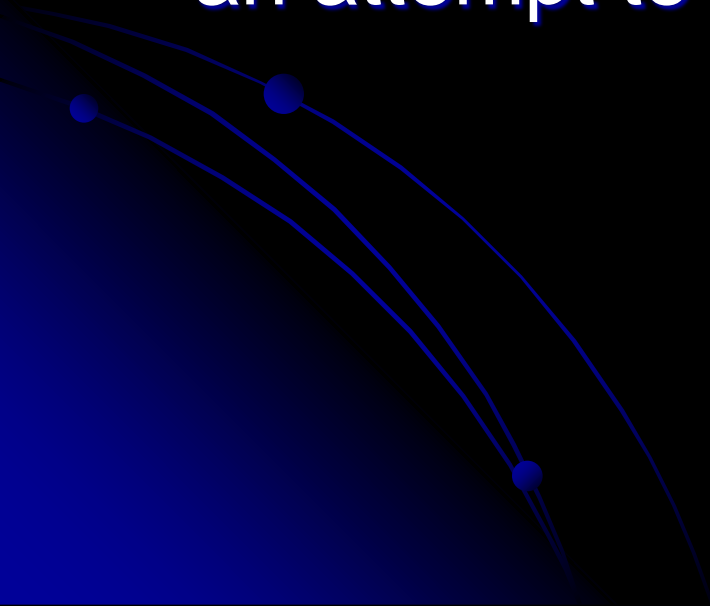
Communication means shared information.

Shared information means proficiency.

Proficiency means civilization.

Communication is the process of transferring information from one source to another. Communication is a process by which we assign and convey meaning in an attempt to create shared understanding (wikipedia).
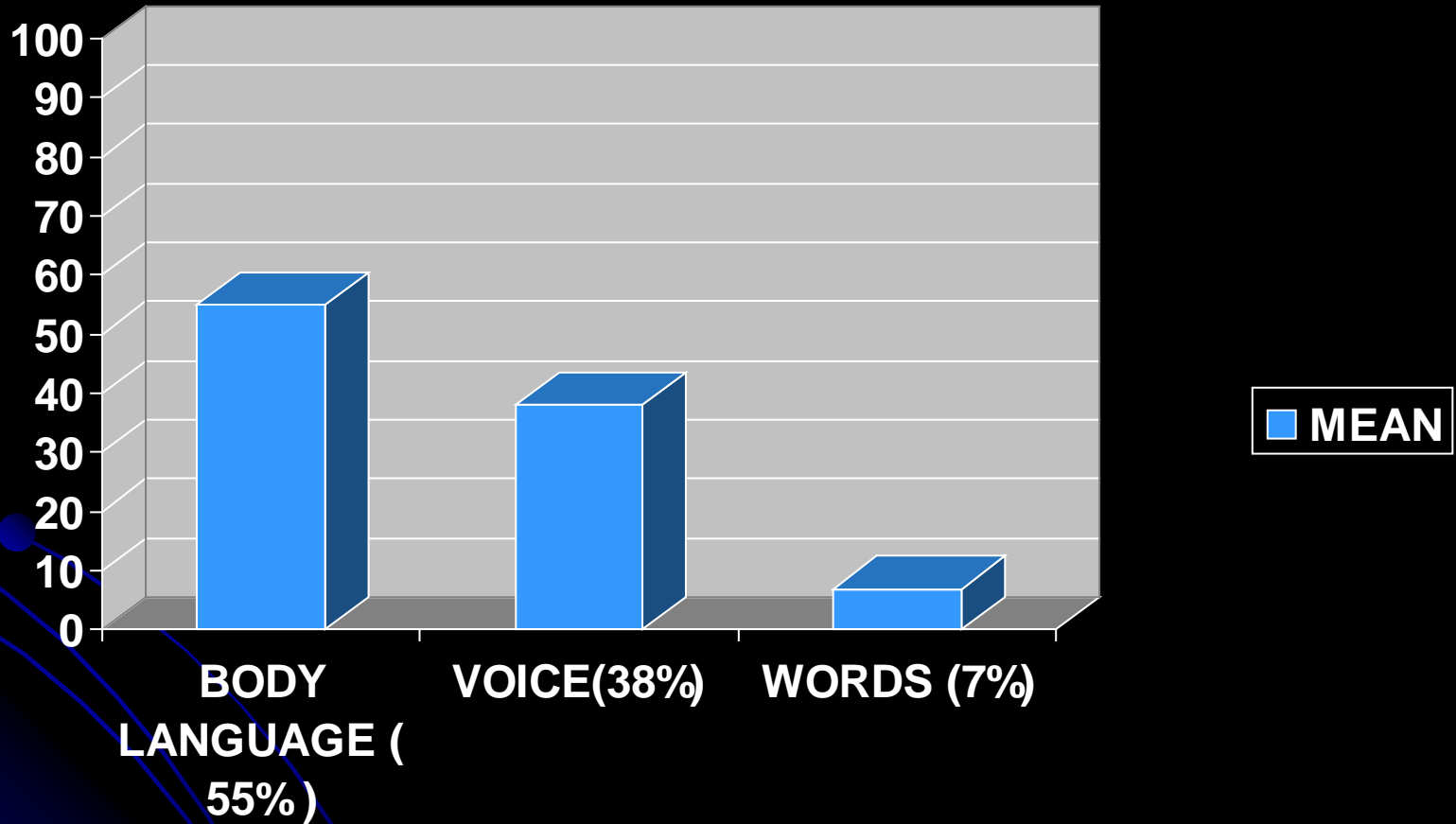
HISTORY OF COMMUNICATION

from 3500 BC with the alphabet of Phoenicians since
1995 with the born of WWW ,

humans try not only to find new ways to communicate but
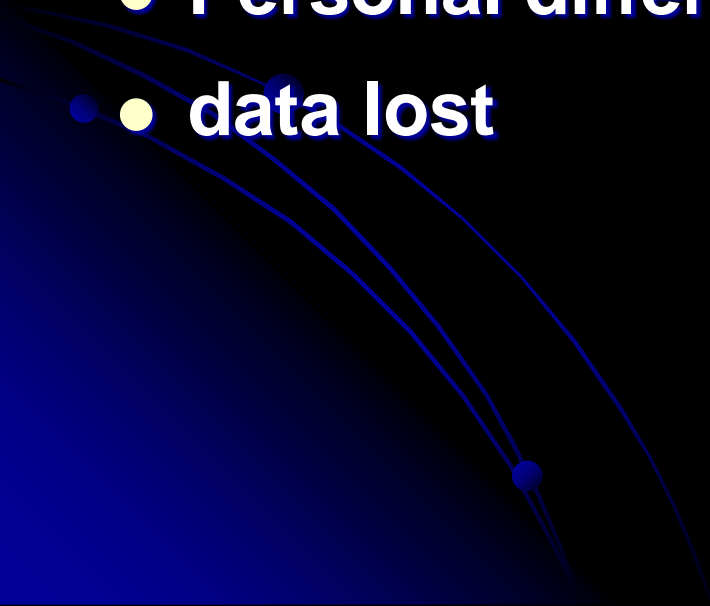   also to improve the old
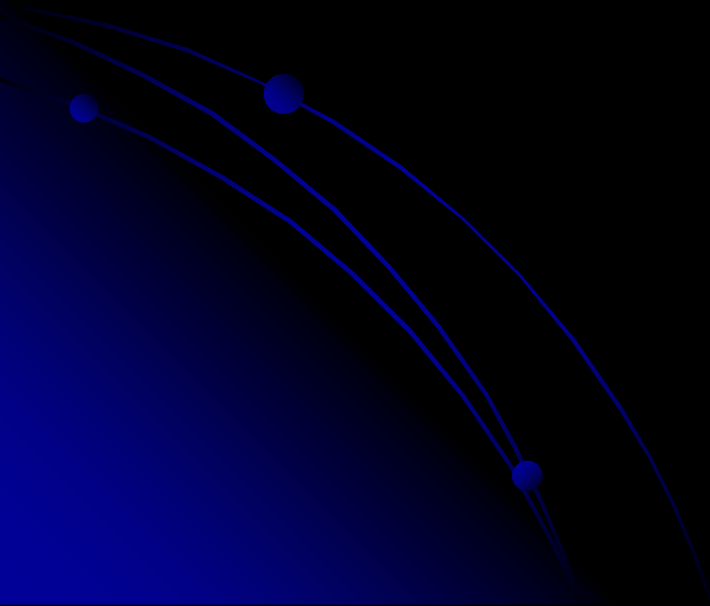
CATEGORIES

- **Dialogue or verbal communication**
- **Nonverbal communication**
- **Visual communication**
- **Other kinds of communication like facilitated, graphic, nonviolent etc.**

Which one, do you believe that is more important?

Every kind of communication is important and it depends on time and situation which one of them is more suitable.

Our scope is to communicate, the type is only the mean for this.

Why Human Communication Fails??

- **Language differences**
- **Cultural differences**
- **Personal differences**
- **data lost**

Communication Tools of Famous Organizations

Toyota uses :

Newsletter writing, cell phones, instant messaging, E-mail, face to face meetings.

Indus International uses :

a communication device, the pulse.

The pulse is an e-mail-based weekly employee survey. It consists of one question, applied to the individual employee and to the company. In addition, employees provide open-ended comments. Every Friday an e-mail message is generated. The e-mail message asks employees for their personal pulse for the last week, what they think the pulse is of the Company

INPLEMENTATION

in my master's thesis, I tried to provide a view of a real situation related to communication. The best way to achieve it was to study the communication inside the company I work.
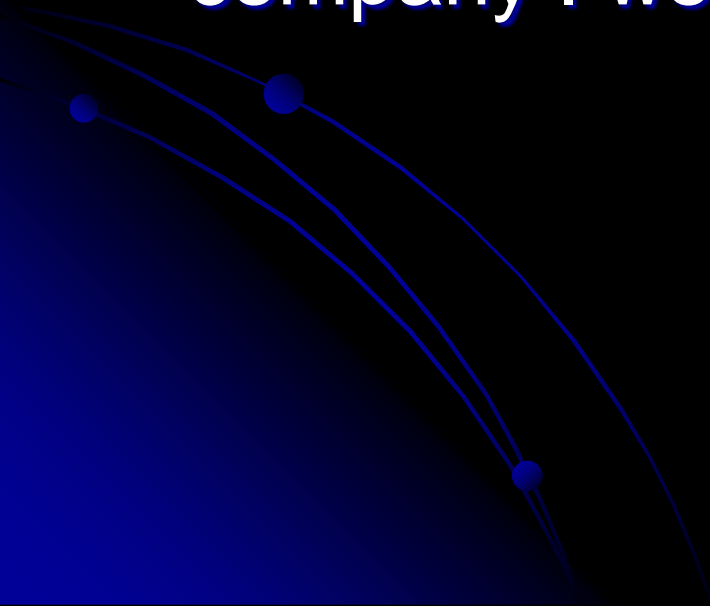
- sixty employees

- traditional organization

- project manager has a little authority

- The functional manager manages all the human resources, material and information

- The other managers act by their own way

- roles are not clearly defined

- there is not a formal way of communication
- communication tools are emails and rarely close meetings
- face-to-face communication
- employees are overloaded
- in a commutative stage
- there are no files from old projects and feedback

Questionnaires

Results

- Every employee knows the right thing and gives the right answer even if is not true
- The 85% of the employees characterize the cooperation with their partners effective but on the other side, only the 20% of them feels that they have the right available feedback
- Only by hearing and viewing the employees have a picture of the organization.
- Every employee agrees that if the information is freely shared among group members, helps the performance of the work.
- They do not have a common vision.
- They do not describe by the same way the management tree of the organization.

Tools to improve communication

- **Common Vision**

  create a stronger thought and belief by which all the employees would feel as a team

  Tool….e-mail from the upper level management, short meetings between the employees etc.

- **Common view of situation**

Employees are able to cooperate only when they have the same view of a situation or a problem.
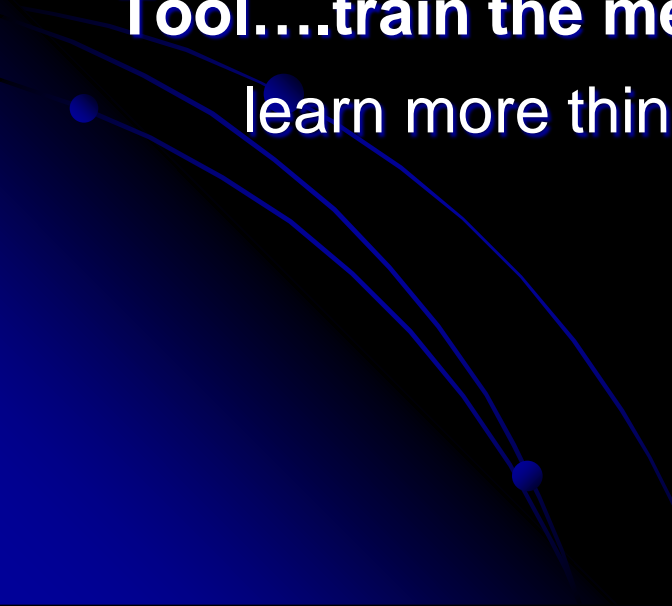
Tool….maybe a ….newspaper???

- **TRUST BUILDING**

Experience
Ethics

Tool….train the members, promotion through internet,
learn more things about work, demand.

- A communication tool for information and feedback.

  The one page project manager is a communication tool which was first designed to communicate to upper management-up communication. But it also effective at communicating out with those in the organization who have a stake in the project and down to those working in the project.

- Feedback

Tool, Communication Plan-Team Feedback Form (tool for checking and updating the situation in a company, with questions like: ''What are our current goals?''

By this form the employees will feel that the organization cares about their feelings and psychological situation.

Even if changes need time to happen, even if the communication tools are not in use this period in my company, the employees understood from the questionnaires that communication is very important.

They understood the lack of communication between us and this is a big step for improvement.

This time, we did no avoid the problem but we tried to analyze it.

In our mind there is the thought that we have to communicate and we have some tools ready for use.

I hope that my company will use them soon….