

LECTURE : 2

TOPIC : Select and apply appropriate methods of communication and effective monitoring aids.

AIM : To identify which appropriate communication methods and protocols should be used in organising a meeting, event, conference and secretaries' daily activity.

LEARNING OUTCOMES :

After completing this chapter you should be able to understand:

- 1. How to apply appropriate communication methods and protocols.**
- 1. How to use monitoring aids efficiently.**
- 2. How do people communicate by using the correct communication methods?**

TOPIC OUTLINE:

- 2.1 Apply appropriate communication methods and protocols.**
- 2.2 Use a range of monitoring aids efficiently.**
- 2.3 Compile a Portfolio of oral and written communication and monitoring aids.**

NOTES:

2.1 Apply appropriate communication methods and protocols

- oral and written communication: face-to-face; telephone calls; memorandums, business letters, reports
- formal and informal channels of communication within the organisation, effect of work roles and relationships upon the communication process



Communication Process

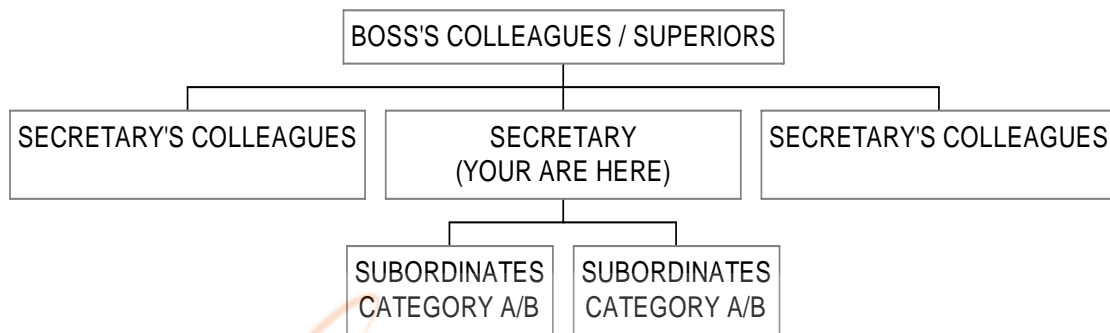
- At personal level** - by word of mouth (face-to-face)
eg. clients, walk-in customers, sales representatives etc.

By telephone - e.g. personal callers, customers, sales representatives, suppliers, business associates, etc.

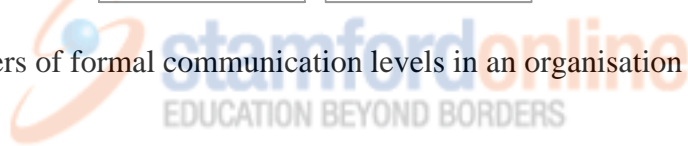
By written communication- both internally and externally
e.g. request for quotations, order, application for jobs, complaints, promotional material about new products, materials and equipment official publication from government sources on regulations, standards, safety, taxation, etc.

Effect of work roles and relationships upon the communication process

Relationships within Organisation



Tiers of formal communication levels in an organisation



(a) Working with

(1) Superior (the boss's colleagues / your superiors)

- Co-operate but ensure there is no conflict of loyalty.
- Seek permission of your own immediate boss before undertaking work for office.
- Never be overly familiar (in order to avoid problem in delegating work).

(2) Colleagues

- Individuals will be of different ages, different backgrounds, different experience and different temperament.
- You will be in a position to call on one another for advice and assistance and share what are likely to be common problems at work.
- Avoid conflict and get along with everyone in the interest of harmony.
- Treat others, as you would like them to treat you.

(3) Subordinates

There may be 2 categories:

- (a) those who are junior to you in terms of age
- (b) those who occupy lower status roles

When working with (a):

- relate to/treat them as you would like your boss to relate to/treat you.
- When delegating work, give clear instructions, have reasonable expectations, offer praise and be constructive in your criticism, tactful when you reprimand.

When working with (b):

- establish good rapport as you will likely need to call upon their services at some time.

2.2 Use a range of monitoring aids efficiently

- diaries and checklists: arrangements made; prepare and maintain master plan and organisation activities and other relevant checklist; action plans, schedules; manual/electronic planner.

MANAGING TIME AND KEEPING DIARIES

Helen Harding defines that,

‘The Diary is the focal point and linchpin of the day-to-day organisation of the office, as well as the basis for all forward planning.’

The secretary will normally be expected to keep two diaries up-to-day – your executive’s and your own. Any entries, which affect your executive, should be entered in both diaries.

The diary is used as a reminder of:

- work deadlines
- appointments and meetings
- files to be followed up
- staff absences – holidays, etc.
- social engagements – weddings, functions, events, etc.

TYPICAL ‘THIEVES OF TIME’

One thing which will enable a secretary to manage her time more effectively is her ability to pinpoint typical things, which will eat into time:

- performing unnecessary work and failing to complete a task
- failing to plan and budget your time, slow reading
- inability to make decisions
- failure to consult printed instruction, e.g. staff handbooks, instruction manuals
- inability to listen attentively to instructions
- frittering away time on personal activities, e.g. reading papers and magazines, making personal calls
- an untidy desk
- making unnecessary drafts of routine correspondence.

MEASURES TO ENSURE EFFECTIVE TIME MANAGEMENT FOR BOTH EMPLOYER AND SECRETARY

There are twenty hints for better management of time for both employer and secretary:

1. Set yourself targets.
2. Set aside some time every day for planning.
3. Keep checklists.
4. Make a '**THINGS TO DO TODAY**' list.
5. Note the priority items and attend to them first.
6. Keep frequently consulted materials at hand, e.g. telephone numbers.
7. Keep wall charts and visual control boards up-to-date.
8. File every day.
9. Discard unwanted papers – do not hoard.
10. Keep drawers tidy and label containers.
11. Put things away when you have finished with them.
12. Set aside regular times each day for certain tasks – develop a routine.
13. Group tasks together, e.g. try to do all photocopying together.
14. See every task through – do not leave things half done.
15. Break up a large task into manageable units.
16. Be systematic and tidy – do not crumble under pressure.
17. If you are busy, learn to say 'no' pleasantly but assertively.
18. Improve your reading speed and accuracy.
19. Be confident – avoid checking and rechecking.
20. Take your time – do not panic – stop to think.
21. Remember that correcting errors is time-consuming.

THE ESSENTIALS OF BOOKING APPOINTMENTS AND MAINTAINING OFFICE DIARIES

The essentials of booking appointments and maintaining office diaries are as follows:

The secretary should:

- Be systematic:

- ***At the beginning of the day*** - refer to the diary and take the necessary action on all entries, e.g. prepare the papers and files for appointments, meetings and correspondence.
- ***During the course of the day*** - keep in mind and prepare for the various activities, making amendments, additions and deletions to the diary as required.
- ***At the end of the day*** - ensure that all items have been dealt with or, if necessary, transferred to a future date.
- Write entries clearly and concisely with a pen, including essential details of appointments, time and place.
- Enter provisional appointments in pencil, and use a pen when they are confirmed.
- Enter the appointments for each day in the correct time sequence.
- When booking appointments, give consideration to the appointment picture for the whole day and perhaps even the remainder of the week.
- Do not book appointments too close together – allow breathing space and time for routine work.
- Where outside appointments are made, allow travelling time and be sure that the precise location is noted.
- Always make allowance for the unexpected.
- Do not book your boss too tightly that you leave no time for yourself. You must allow time to take instructions, receive dictation and plan ahead.
- Try to allow times at convenient points during the day to co-ordinate diaries. Where more than one operates, add any extra entries and get confirmation on any tentative arrangements you may have made.

THE LATEST ADVANCES IN ELECTRONIC DIARIES

- Technology enables organisations to operate an electronic diary management service via computer.
- All executives' diary details are keyed into the system by secretaries and are recalled to the VDU (video display unit-screen) for updating and co-ordination purposes.
- This system will respond to any variable required, e.g. dates, times, names, types of meetings or venues.

- The secretary can get the computer to do all the necessary checking and comparing for her and come up with a selection of possible dates or times.
- When a time is selected, a message can then be sent to the other parties via electronic mail, asking them to confirm or state an alternative.
- Some electronic workstations have reminder systems built into the software whereby appointments will be signalled automatically on screen or there will be a warning signal to remind the secretary to check the diary or appointment schedule held in the system.
- The electronic diaries are dependent on the quality of information fed into the diary management system by the secretaries.
- Continuous monitoring and updating is essential if the system is to work effectively.

THE ADVANTAGES AND DISADVANTAGES OF ELECTRONIC DIARIES

Advantages

1. Paperwork is reduced.
2. Saves time in checking all diaries manually.
3. Up-to-date information always available.

Disadvantages

1. Telephone calls may be more effective initially.
2. Senior management diaries may not be accessible.
3. No use if people do not check diaries regularly.
4. Breakdowns possible in electronic equipment.

2.3 Compile a portfolio of oral and written communications and monitoring aids

1. A sample of memoranda and/or letter:
 - confirming details in response to being requested to organise either a meeting, conference or event; action taken/to be taken, preliminary deadlines.
 - containing instructions and acceptance of venue, date, time, room size, refreshments and options selected (if applicable); equipment and any other facilities; numbers involved.
2. A list of work schedule:

- listing action taken before, during and after the meeting, conference or event; task monitoring records and action plans.
3. Samples of agenda, notice and minutes of meeting.
 4. A sample of invitations and advertisements on conference or events, one set of notes from discussions and other materials.



A SAMPLE OF INVITATION LETTER FOR CHARITY DINNER

JL/NFO

12th August 2002

Dato' Fuad Bin Abd Kadir
Managing Director
Guthrie Group
5TH Floor Wisma Guthrie
Jalan Tun Razak
50000 Kuala Lumpur

Dear Dato' Fuad

CHARITY DINNER

We are pleased to inform you that you are cordially invited to our Charity Dinner, which will be held on Saturday 25th August 2002 at Damai Club, Kuala Lumpur.

There will be a fund collection for unfortunate children in Rumah Bakti, Ulu Klang. We will be grateful if you could make some donation. The well-known singer Ms Erra Fazira will be performing at the dinner. There will be also a lucky draw session and the ticket price for this dinner is RM 150 per person.

Enclosed is an Invitation Card and programme for the dinner.

For reservation and enquiry, kindly contact my Secretary, Ms Nor at telephone number 03 - 7956 2366 ext 136.

Thank you.

Yours sincerely

NASRIDIN YAHAYA
Managing Director

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A SAMPLE OF FORMAL INVITATION CARD FOR ANNUAL DINNER

The Directors of

AMBANG CLASSIQA BERHAD

Request the pleasure of the company of

.....

at their 25th ANNUAL DINNER

to be held at

**Crystal Ballroom
Permaisuri Hotel
Jalan Atrimasari
50720 Kuala Lumpur**

on Friday 23 October 2002

at 7.00 pm

**The Directors
Ambang Classiqa Berhad
Lot 10 Jalan Bahagia
56100 Kuala Lumpur**



RSVP by 12 September 2002