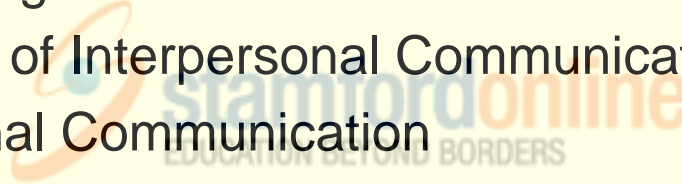


Weeks 8 & 9

■ Managerial Communication and Information Technology:

Topic Outline:

1. Understanding communication
2. The process of Interpersonal Communication
3. Organizational Communication
4. Understanding Information Technology



What is communication?

- The transfer and understanding of meaning. Communication involves the understanding of meaning in order to be successful in communicating.
- Interpersonal communication – communication between two people.
- Organizational communication - all patterns, networks, and systems of communication within organization.



Functions of communications

1. Acts to control member behaviour
2. To encourage/motivate
3. To get things done
4. Provide feedback
5. Emotional Expression



Interpersonal communication

1. Message – A purpose to be conveyed
2. Encoding – Converting a message into symbols
3. Channel – The medium that a message travels along
4. Decoding – Retranslating a sender's message
5. Communication process - The seven elements involved in transferring meaning, receipt or from one to another
6. Noise – Any disturbance that interferes with feedback
7. Feedback

Barriers of Interpersonal communication

1. Filtering – manipulation of information
2. Emotions – individual will interpret the message differently
3. Information overload
4. Defensive – When people feel threatened
5. Language – Words mean different things to different people
6. National culture - Interpersonal communication isn't conducted the same way around the world; e.g. U.S and Japan

Overcoming barriers

1. Use feedback
2. Simplify language
3. Active listening
4. Constrain emotion
5. Watch nonverbal cues



Organizational Communication

Formal Vs Informal

1. Formal communication – Communication that follows the official chain of command
2. Informal communication - Communication that is not defined by organization's structure



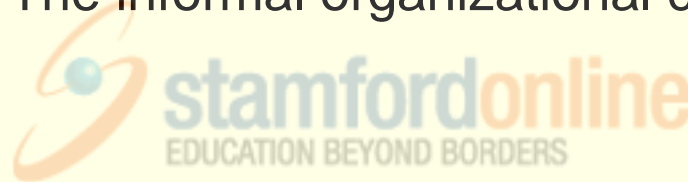
Direction of communication Flow

1. Downward communication
2. Upward communication
3. Lateral communication
4. Diagonal communication



Organizational Communication Network

1. Communication networks – the variety of patterns of vertical and horizontal flows of organizational communication.
2. Grapevine – The informal organizational communication networks.



Understanding Information Technology

1. Technology is changing the way we live and work.
2. Managers are challenged to keep their organizations functioning smoothly.
3. Changing technologies has been a significant source of the environmental uncertainty facing organization.
4. Technological advances have enabled managers to coordinate the work effort of employees in ways that lead to increased efficiency and effectiveness.
5. Information technology touches every aspect of a company's business.

How Technology Affects Managerial Communication

1. Improves manager's ability to monitor individual or team performance.
2. Allows employees to have more complete information to make faster decision.
3. Provides employees with more opportunities to collaborate and share information.
4. Makes possible for people in organizations to be fully accessible any time regardless of where they are.

Network Computer Systems

1. E- mail
2. Instant Messaging (IM)
3. Voice Mail
4. Fax
5. Electronics Data Interchange (EDI)
6. Teleconference
7. Videoconferencing



Wireless Capabilities

- Intranet – An organizational communication network that uses internet technology and is accessible only by organizational employees.
- Extranet – An organizational communication network that uses internet technology and allows authorized users inside the organization to communicate with certain outsiders.