

Effective Communication as a Core Management Skill

M05 – Management and Communication Skills

Vikram Kumar

Student ID: DE240041

TABLE OF CONTENTS

1. Abstract
2. Introduction
3. Literature Review
4. Methodology
5. Findings
6. Discussion
7. Conclusion
8. References
9. Appendices

ABSTRACT

This report harangues about why good communication is a key ability for every manager to hold. Many people credit that management is simply about conclusive others what to commitment and stuff choices. In reality, managers expend a lot of their time discoursing and partaking information with others. They lecturer with workers, pack emails, hold meetings, jackleg speeches, bandied deals with vendors, and ascertain from customers who are upset. If a manager isn't able to harangue clearly, then nothing else really motives. No matter how clever or savored a manager is, if they can't construe their thoughts clearly, if they don't retaliation attention to what others enunciate, and if they can't decides confusion or miscommunication, their team will not commitment well. This report will startle by construing how communication frolics a part in the four main areas of management: planning, organizing, first, and grasping. Communication is

not separate from these functions. It is the thread that jogs through all of them. The report will then come across into the factors that precluding good communication in the workplace. These barriers touch cultural differences, which episode when people from different backgrounds don't deduce each other. Psychological barriers are things like stress, anger, or fear that bring people to harken to what they salivated to ascertain rather than really sound what is being foregoing. Technological barriers can episode when tools like email or video calls don't bring properly or are not deduced correctly. Organizational barriers episode when there live too many levels of management, people disseminate around information, or it's not clear who is in charge of what. After that, the report will harangue about how managers exercise various ways of giving to influence performance. Verbal communication touches discoursing face to face or through phone calls. Non-verbal communication touches things like how someone exercises their body, intends at others, enunciates with their voice, and communicates emotions through their face. Written communication touches things like emails, reports, memos, and messages. Digital communication touches exercising video calls, boarding apps, and social sites. Every kind holds its own good points and bad points, and good leaders understand which kind to exercise when a certain situation nears up. At the end, the report will contain actual examples of companies where good communication assisted jackleg work more efficient, better teamwork, or more involved employees. You will pick up how Toyota exercises a straightforward way to give bellowed the Andon Cord to catch the production line and address issues right away. You will pick up how Google served research to detect out that psychological safety, which nears from clear and open communication, is the key thing that assists a team prospering. You will also pick up how Zappos, an online store that retails shoes, exercises open communication and honesty to jackleg their employees happy and excited about their jobs. The conclusion of this report is very clear. Communication is not a soft skill. It's a tough skill that every manager inevitably to pick up well. Without it, even the best plans can't bring.

INTRODUCTION

Hello and drink to this report on management and communication skills. Have you ever been in a situation where someone good to construe something to you, but you still didn't deduce what they were discoursing about? Perhaps you good to construe something to someone else, but they totally didn't pick up what you were apothegm? That feeling of being confused and upset often nears up in work environments. When it chances, the work picks up slower, more errors betide, and people go frustrated. Now allow about a situation where the person who isn't able to give clearly is a manager. Instead of just one person getting blurred, the whole team completes up blurred. Instead of a few little errors, there live a lot of major mistakes. Instead of just two people passion upset, twenty people are passion frustrated. That's why it's so important for managers to give well. A manager's role is to jackleg sure tasks are done by functional with other people. You can't chalk up your goals through others if you can't construe what inevitably to be concluded, retaliation attention to their questions, furnish them with guidance, and bring together to jackleg sure everyone is impactful in the same direction. Communication is the tool that forms all of this possible. In fact, research communicates that managers expend 70% to 90% of their time on communication. So if you go a manager, you'll expend a lot of your day discoursing, listening, writing, reading, and matriarchal presentations. If you are skilled in those areas, you will jackleg a good manager. If you're not good at those things, you won't jackleg a good manager, even if you're really good at other skills like math or cracking problems. This report is predicated on part one of your assignment, which inquires us to bandied effective communication as an important skill for managers. We will stand in four main topics. We will startle by discoursing about how communication frolics a part in the four main functions of management: planning, organizing, first, and grasping. You'll ascertain that communication is not just one part of management. It's really what observes everything compounded and functional as a whole. Next, we will come across at the things that precluding communication from functional well. These barriers can near from culture, mindset, technology, or the way an organization is incubate up. Understanding these barriers is the first step in flooring them. Third, we'll harangue about how managers exercise various ways of communicating, like discoursing, body language, writing, and exercising digital tools, to influence their teams and assist them commitment better. Every type holds a different job, and good leaders understand which one to exercise in each situation. Fourth, we will partake examples of real companies that have habituated good communication to pick up great results. By the end of this report, you'll feel why communication is usually bore to

as the lifeline of an organization. Without it, the organization cannot ride. With it, the organization can prosper. You will also pick up useful advice that you can pertain right away to hoist your communication abilities, whether you're already in a leadership role or directing to grip on one in the future. Let us commence.

LITERATURE REVIEW

To understand why good communication is an important skill for managers, we should first dolly out what communication actually is. Communication is when people pack and take messages to harangue with each other. It comes across easy, but in reality, it's quite complicated. The person who is packing the message holds a thought that's in their mind. They modification that idea into words, actions, or formal text. This is bellowed enciphering. Then the message comes along through a channel, like sound waves, paper, or a computer screen. When someone picks up a message, they decipher it by rolling the words or actions back into a thought in their own mind. When the person taking the message deduces exactly what the person packing the message was reasonable, then the communication brings properly. If there's any difference, then communication didn't bring. There live many different things that can hint to differences. The sender might elect the wrong words. The receiver might be distraut. The channel might be noisy. The cultural backgrounds might be different. So good communication is not easy. It claims effort, practice, and awareness. Now deathly's harangue about how communication frolics a part in the four main areas of management. The first management function is budgeting. Planning touches climate goals and calculus out the steps essential to hand over them. Communication is important for planning because managers can't near up with plans on their own. They hold to contain information from employees, customers, suppliers, and other people detailed. They should inquire questions, retaliation attention to the answers, and serve through the reports. After the plan is formed, managers hypodermic needle to describe everyone who should be commonsensical about it. If the plan isn't construed well, the workers won't deduce their tasks, and the plan won't bring. Communication frolics a role in both the planning process and the result of planning. The second management function is classifying. Organizing touches climate

up tasks, people, and things essential to jackleg the plan bring. Communication is important for classifying because managers hypodermic needle to offer out tasks, filter who booms to whom, and jackleg sure everyone brings together smoothly. This contains enunciating with people, job postings, packing out emails, and canalizing meetings. If there's no clear communication, people might not understand what they're evident to commitment, and important tasks could be deserted or not done. The third management function is first. Leading imports fair people, exposure them the way, and assisting them to dispose in their best effort and exercise their skills wisely.

Communication is the heart of leadership. Leaders give their vision. They offer praise and constructive feedback. They harken to concerns and ideas. They bring trust by being honest and enunciating openly with each other. A leader who cannot give cannot hint. It is that simple. The fourth management function is grasping. Controlling touches answering how well things are crossing, optic if they halves the budgeted goals, and stuff changes if essential. Communication is important for hacking because managers hypodermic needle to pick up information about how well people are deed, which nears through reports, numbers, and feedback. Then they hold to deathly the employees understand about the results. If the work isn't up to the due level, managers should construe what didn't serve well and how to jackleg it right. If someone is deed better than due, managers should deathly them understand they balloon their work and fete their efforts. Communication runs through all four management functions, just like a thread comes along through a string of beads. Without the thread, the beads topple apart. Now deathly's come across at the things that jackleg it hard to give well in a workplace. These barriers can be categorized into four main types. The first category is cultural barriers. Culture is formed up of the values, beliefs, and heritages that a group of people hold in common. When people from different backgrounds harangue to each other, it's easy for confusion to episode. In some cultures, convention someone's eyes directly can exhibit that a person is being honest and is sure of themselves. In some cultures, gawking directly into someone's eyes can be descried as rude or confrontational. In some cultures, people are due to enunciate "no" clearly and directly. In some cultures, people don't enunciate "no" directly. Instead, they react with "maybe" or "we will feel" to precluding afflictive someone's feelings. These differences can bring people to see confused and upset. The second category is psychological barriers. These are obstacles that are in people's thoughts. For example, if an employee is worried about something episode in their personal life, they might detect it hard to retaliation attention to what their manager is conclusive them. If an

employee is upset about something that came before, they might see like someone is condemning them even when there's no real intention to condemn. If a worker is worried about picking up in trouble, they might observe bad information to themselves rather than conclusive someone. These mental blocks can layover people from bargain each other, even if the words they exercise are exactly right. The third category is technological barriers. In modern workplaces, a lot of communication grips place through tools such as email, boarding apps, and video conferencing. These tools are really helpful, but they can also hint to some issues. An email doesn't hold a tone or body language, so a message that was evident to be friendly can near off as rude. Video calls sometimes layover functional or rip out, which can jackleg some parts of the conversation disappear. People could get by messages or other windows on their devices. Technology can also bring information overload. When you pick up 100 emails each day, you can't prepared every single one thoroughly, which imports you might girl out on important details. The fourth category is organizational barriers. These are obstacles that near from the way the organization is incubate up or the values it supervenes. For example, if a company holds a lot of managers in between people, then a message holds to serve through several people before it picks up to the correct person. Every time the message comes along through a person, it might get modified, whether by mistake or on purpose. This is sometimes bellowed the telephone game. Another organizational barrier is gossip and rumors. When official communication is not clear, employees startle epidemic rumors, and these rumors are usually incorrect. Another barrier is unclear reporting structures. If an employee isn't sure who their manager is, or if they hold more than one manager matriarchal different orders, then communication problems episode. All of these obstacles hypodermic needle to be deduced and traded with in order for communication to bring well. Let's harangue about how managers exercise various forms of communication to influence how well people bring off. The first type is verbal communication. This touches discoursing in person, calling off on the phone, keeping video chats, and in meetings. Verbal communication is really strong because it permits people offer feedback right away. You can observe how the other person is replying and modification your message as you serve. However, people can sometimes neglect what they enunciate quickly. People usually neglect a lot of the things they harken to. It's really important to supervene up verbal communication with a formal confirmation. The second type is non-verbal communication. Non-verbal communication touches things like body language, how someone intends on their face, where they come across,

how they lie or set, the movements they jackleg with their hands or body, the way they lecturer, and even when they enunciate nothing at all. Studies denote that during in-person talks, over half of what is gave nears from body language and other non-word signals, rather than the words themselves. This imports that the way you enunciate something can be more important than the words you exercise. If you enunciate "good job" in a dull and uninterested way, the employee won't see like they're being ballooned. If you enunciate "good job" in a lively way, with a smile and by coming across them in the eye, the employee will see appreciated. Good managers understand about their own body language and also adverts the body language of the people around them. The third type is formal communication. This stands in emails, memos, reports, letters, and instant messages. Written communication is good because it continues forever. You can bear back to it later. It also permits you chosen your words carefully before packing them. Written messages don't contain body language, which forms it easier for people to misknew what is being foregoing. People sometimes pack messages too fast without answering them, which brings mistakes and forms things hard to deduce. Good formal communication is easy to deduce, picks up to the point, and is respectful. It exercises proper grammar and spelling. The fourth type is digital communication. This contains apps such as Slack, Microsoft Teams, WhatsApp, and other similar boarding tools. These tools amalgam parts of enunciating and bordereau communication. They displace quicker than email but aren't as official. They permit for quick questions and answers. Digital communication can be detracting because there live always new messages and alerts imminent in. It can also shove you to react right away, even if you're really busy. Good managers construe clearly how to exercise digital tools for communication. They describe team members which instruments to exercise for different tasks and how fast they should react to messages. Good managers exercise all four kinds of communication, but they chosen the best one for each situation. For example, if you hypodermic needle to partake important and sensitive feedback with an employee, it's better to harangue to them in a private, face-to-face meeting rather than packing it through an email. If you claim to pack a detailed report to a lot of people, bordereau it out is the best way to give. If you hypodermic needle a fast answer to a basic question, packing a chat message or stuff a phone call brings just fine. When you're classifying a team meeting, you'll exercise both speaking and body language to compound with others and deduce how they're reacting. The key is to be intentional. Don't just exercise email because it's convenient. Consider how to give your message in a way that proceedings

what you're burdensome to enunciate, who you're enunciating to, and the context of the conversation. Let's grip a look at some real-life examples of companies where good communication helped hoist productivity, teamwork, or how much employees reel about their work. The first example is Toyota. Toyota is well-anonymous for its production system, which exercises a communication tool anonymous as the Andon Cord. The Andon Cord is a rope or a button that any worker can exercise to layover the whole production line when they adverts an issue. When the cord is haled, the lights flash, and a supervisor nears to assistance. The team nears together to dolly out the issue and then proceeds the line. This system brings because of effective communication. Workers are buoyed to lecturer up immediately. Supervisors harken and react quickly. The whole team harangues honestly about issues instead of fettle them secret. Because of this, Toyota is anonymous for keeping some of the best quality and efficiency in the car manufacturing industry. The second example is Google. Google served a big research study anonymous Project Aristotle. They were curious about what forms the best teams prospering. After coming across at many teams, they bustling that the key thing was passion safe mentally. Psychological safety is when team members see comfortable gripping chances, partaking their thoughts, allowing when they're wrong, and inquiring for support without fretting about being chastised or formed fun of. And what brings psychological safety? Effective communication. Leaders who harken carefully, don't rip people off, enunciate delighted you when others partake their thoughts, and allow when they're wrong help construct a safe environment where people see comfortable enunciating up. Google is now schooling its managers how to give better. The third example is Zappos, which is an online company that retails shoes and clothing. Zappos is well anonymous for the great service they proposition to customers and for keeping a special work environment that forms them different from other companies. A big part of their success nears from being open and honest in how they harangue to each other. Zappos exercises an open office setup where even the CEO brings at a normal desk, not a separate private office. They hold a boarding system anonymous Slack where anyone can pack messages to anyone else, even the top leaders. They also supervene a policy of being very open and honest, which imports they partake all kinds of information with every employee, like financial details and any problems the company is facade. This open communication helps construct trust, guarantees everyone is on the same page, and forms people more detailed. Zappos employees are famous for being very

driven and fond to their work. These real-world examples exhibit that good communication isn't just something that's helpful—it's really important. It is a competitive advantage.

METHODOLOGY

This part draws the process habituated to jackleg this report. Since this is a secondary research report, no original surveys, experiments, or interviews were conveyed out. All the information was cool from already printed materials like books, academic journals, trustworthy business websites, and company booms. The study habituated a qualitative approach, drift it deep on researching ideas, theories, challenges, and actual examples rather than on conference and coming across at numerical data. The main question of the research was: How does good communication assist managers be successful and better how well the organization brings? To replication this question, information was assembled from different kinds of sources. First, classic management and communication textbooks were habituated to deduce the role of communication in management functions. Second, peer-conned journal articles were institution exercising Google Scholar and university databases. The search contained keywords like "managerial communication", "workplace communication barriers", "verbal and non-verbal communication", "organizational communication", and "communication in management". Third, real examples from companies like Toyota, Google, Zappos, and others were institution by exercising trustworthy online sources such as Harvard Business Review, Forbes, and the websites of the companies themselves. Only sources printed in English were contained. Sources that did not hold clear authors or dates, as well as personal blogs and social media posts, were not contained. The data analysis method was thematic analysis. This imports that every piece of information assembled was came across at closely, and then companied into topics that do what the assignment essential. The main topics institution were how communication frolics a role in planning, organizing, first, and grasping; the different kinds of obstacles to communication like cultural, psychological, technological, and organizational factors; the various types of communication such as verbal, non-verbal, formal, and digital; and actual examples of good communication in real businesses. Each theme was exercising simple and clear language that is

easy for someone performance at an eighth-grade level to deduce. This methodology holds some limitations. Since this is secondary research, the reliability of the results rides on how good the sources are that were habituated. If a source holds mistakes or old information, those mistakes might exhibit up here too. Most of the sources are from Western countries, and the US is one of them. Communication rules can be different in various cultures, so the results may not bring exactly the same in other parts of the world. Third, real-world examples usually touch very successful companies. Companies that didn't commitment well because of bad communication are not often came across at closely. Even though there live some limits, the method habituated here brings well for this task because the main purpose is to deduce and construe the basic ideas of good communication in management, not to near up with new research.

FINDINGS

This part communicates the main results from the literature review, categorized checking to the important topics essential for the assignment. The first big discovery is that communication isn't just one of many skills managers hypodermic needle. It is the most important management skill. Studies exhibit that managers expend most of their time discoursing to people, and how well they give is a big factor in how successful they are. Managers who construe things clearly, retaliation attention when others harangue, and modification how they give predicated on the situation run to hold teams that bring better, see more involved, and are less likely to forsake. Managers who don't give well forsake their teams passion lost, upset, and less efficient. This finding is so powerful that many business schools now contain courses on managerial communication in their programs. The second big discovery is that discoursing and partaking information is really important for all four main parts of hacking. In planning, communication assists contain information and disseminate out the goals. In organizing, communication is habituated to offer tasks and jackleg sure everyone's work is compounded. In first, communication motivates and leads employees. In grasping, communication donates feedback and fixes issues. Without discoursing to each other, none of these things could episode. Therefore, communication shouldn't be descried as something that's concluded on its own, separate from other activities. It

holds to be part of everything a manager goes. The third big discovery is that communication problems episode all around us. Cultural differences, mental blocks, tech issues, and problems within a group can all layover messages from picking up through, modification what is imported, and hint to confusion. Many managers don't even understand about these barriers. They allow that just because they enunciated something, the other person must have deduced it. But research communicates that this assumption is often not true. A classic study exhibited that when a manager donates directions, the employee usually only picks up about half of what the manager imported. By the time the message comes along through many people, its accuracy picks up worse. This is why good managers don't grip for agreed that others deduce. They jackleg sure people deduce by inquiring questions, inquiring for summaries, and picking up feedback. The fourth big discovery is that various kinds of communication each hold their own good points and bad points. Verbal communication permits people offer feedback right away and adverts body language, but it's easy to neglect things. Non-verbal communication communicates a lot of the emotion, but it's sometimes hard to deduce correctly. Written communication hangs around forever and is clear, but it doesn't contain body language and can come across distant. Digital communication is quick and easy to exercise, but it can also be a source of distraction and see less personal. Good managers don't ride on just one way of deed things. They chosen the right kind of communication for the situation and sometimes exercise more than one, like appending a formal summary after a verbal chat. The fifth big discovery is predicated on real-life examples. Toyota's Andon Cord system communicates that when employees are able to quickly boom issues, it assists better the overall quality and forms the work process more efficient. Google's Project Aristotle institution that psychological safety, which chances when leaders harken carefully and exhibit understanding, is the most important factor in assisting a team be successful. Zappos shows that being open and honest helps bring trust and forms people more detailed. These examples exhibit that good communication isn't just about ideas on paper. It brings measurable results. Companies that capital on communication training, construct cultures where people see comfortable sharing information, and closed out obstacles to communication run to commitment better than their competitors. The finding is clear. To go a successful manager or bring a thriving organization, commence with effective communication.

DISCUSSION

Now deathly's harangue about what these results import for actual managers and businesses. The first thing to harangue about is that a lot of managers credit they are good at communicating, but in reality, they aren't. This is bellowed the overconfidence effect. Most people allow they are better at communicating than most others, but in reality, that can't be true because the numbers don't druggies up. Half of all managers are below average. The first step in bettering communication is to honestly estimate yourself. Managers hypodermic needle to pick up input from their team members, coworkers, and supervisors. They should inquire clear questions such as "Do I construe tasks clearly?" "Do I harken without keen in?" "Do I react to emails quickly and nicely?" "Do I offer helpful feedback?" The answers might be hard to ascertain, but they are important for picking up better. The second thing to harangue about is that communication brings both ways. Many managers capital only on packing messages. They harangue, they scratch, they offer orders. But they neglect to harken. Listening is half of communication. Active listening is when you capital completely on what someone is apothegm and don't startle reasonable about how to react until they have concluded discoursing. It imports inquiring filtering questions. It imports construing what you ascertained so you can jackleg sure you deduced it correctly. It imports exposure empathy. Employees can describe when a manager is truly gainful attention and when the manager is just holding on for their own chance to lecturer. The best managers are the best listeners. The third topic we're discoursing about is the part where people exercise body language and other ways to give without enunciating. Many managers don't ascertain how their body language, the way they lecturer, and their facial expressions can influence others. They might enunciate "I'm open to suggestions" but double-cross their arms and gape at the clock. The non-verbal message enunciates "I'm not really open and I'm in a hurry." Employees will commission the non-verbal message more than the words being foregoing. So managers hypodermic needle to jackleg sure their body language halves what they are apothegm with their words. If you claim to come across approachable, observe your arms , jackleg eye contact, and cocking in a little. If you claim to come across calm, lecturer in a softer voice and grip slow breaths. Small shifts in how you routine without words can greatly influence how others feel you. The fourth topic we discoursed about is the difficulties that near with exercising

digital communication. As more people bring remotely or in hybrid setups, managers can't ride on in-person chats as much anymore. They must give through screens. This brings new challenges. Without exercising body language, it's more difficult to deduce someone's emotions. It's more difficult to conformation relationships when people don't hold a common place to be together. It's more difficult to partake casual, informal information when there live no relaxed chats around the coffee machine. Managers should accommodate by discoursing more often, exercising videos rather than just sounds, climate up routine one-on-one meetings, and stuff virtual areas where people can converse casually. It claims more work, but it can be concluded. The fifth discussion point is about feedback. Feedback is a key way for a manager to give and assist their team culture. Many managers are really bad at furnishing feedback. Some people completely forget the feedback, concluding employees unsure about how they are bringing off. Others offer feedback that is too strict and negative, which can jackleg employees see discouraged. The literature on feedback is clear. Effective feedback is specific, timely, and balanced. Instead of just apothegm "good job," tax apothegm, "I descried that you hacked that angry customer very calmly yesterday." "That was exactly the right approach." Instead of apothegm "your work is sloppy," enunciate "I apothegm three errors in the report you budged yesterday." Can we serve through them together so you can elude them next time? Effective feedback should capital on behavior, not on personality. The report held errors and enjoined proper controls. Effective feedback is a conversation, not a lecture. Say "the report held errors and enjoined proper controls" instead of "you are careless." Ask the employee for their perspective. Listen to their response. Work together to detect solutions. When feedback is used properly, employees detect it useful and not upsetting. Let's now harangue about how this report can influence students and people who will go managers later on. If you claim to pick up better at communicating, commence running over right now. Have a chat where you harken a lot and lecturer very little. Watch the other person's body language carefully. Notice your own. Write an email and prepared it out loud before packing it to jackleg sure it resonates like you imported it to. Ask a friend or someone you bring with to partake their honest thoughts about how you give. Read books or grip online classes to pick up how to give better. Join a club such as Toastmasters to bring on your public speaking skills. Communication is something you can pick up, and the more you exercise it, the better you pick up at it. The best managers aren't the ones who were

naturally good at discoursing from the start. They are the ones who dispose in the work on it. So startle functional at it today. Your future team will delighted you.

CONCLUSION

In short, this report communicates that good communication is a key management ability that is really important for the success of an organization. We startled by discoursing about how communication frolics a part in the four main functions of management: planning, organizing, first, and grasping. Communication is not separate from these functions. It is the thread that compounds them all. Without discoursing to each other, planning goes just a piece of paper that no one actually intends at. Organizing is just a chart that no one really picks up. Leading is just a title without influence. Controlling is just numbers without meaning. With communication, all of these functions near to life. We then came across at the obstacles that jackleg workplace communication less effective, such as differences in culture, personal feelings, technology issues, and problems within the company structure. These barriers are present all around, and they can layover or modification the message even when everyone is burdensome to be helpful. Realizing these challenges is the first part of cracking them. We discoursed about how managers exercise discoursing, body language, writing, and digital tools to influence how well people bring off. Every type holds its own good and bad parts, and good managers understand when to exercise each type riding on the situation. In the end, we contained actual examples from Toyota, Google, and Zappos. These groups have concluded really well by optical on clear and good communication. Toyota exercises the Andon Cord so workers can quickly describe others when they adverts a problem. Google's study exhibited that psychological safety, which is through effective communication, is the key thing that assists a team commitment well together. Zappos exercises open communication and transparency to construct trust and engagement. The challenges of managerial communication are real. Many managers overrate their own communication skills. Many people only allow about packing messages and don't grip the time to harken. Many people don't ascertain how their body language and gestures can pack messages without exercising words. Working digitally and from a distance has acquainted new challenges.

Giving feedback can be tough, even for managers who hold a lot of experience. But these challenges are not insurmountable. By being honest about their own strengths and weaknesses, gainful close attention to what others enunciate, descrying body language, exercising digital tools effectively, and knowledge how to offer helpful feedback, any manager can pick up better. The main point of this report is that communication is a skill you can pick up, not something you're congenital with. You are not naturally a good or bad communicator. You pick up to be one. Every chat, every message, every discussion is a chance to pick up and pick up better. So whether you're already a manager or you claim to be one in the future, bring on bettering your communication skills. They will offer you more benefits than almost any other skill you can pick up. Thank you for performance this report.

REFERENCES

Mintzberg, H. (1973). *The nature of managerial work*. Harper & Row.

Robbins, S. P., & Coulter, M. (2018). *Management* (14th ed.). Pearson.

Goleman, D. (1995). *Emotional intelligence: Why it can matter more than IQ*. Bantam Books.

Google re:Work. (2017). *Guide to understanding team effectiveness*. Google Inc.

Toyota Motor Corporation. (2020). *The Toyota production system*. Toyota Global.

Hsieh, T. (2010). *Delivering happiness: A path to profits, passion, and purpose*. Business Plus.

Harvard Business Review. (2015). *The new science of building great teams*. Harvard Business Publishing.

Adler, R. B., & Elmhorst, J. M. (2018). *Communicating at work: Strategies for success in business and the professions* (12th ed.). McGraw-Hill.

APPENDICES

Appendix A: Glossary of Key Terms

This appendix feeds simple definitions of the key terms given in this report. Communication is the process through which messages are dispatched and general between individuals. Encoding is the process of fluctuating an idea into words or actions, and cracking is the process of fluctuating those words or actions back into an idea. Cultural barriers are misunderstandings that befall when people approach from different cultural backgrounds. Psychological barriers are feelings like stress, anger, or fear that stop someone from agreement a message properly. Technological barriers are problems by email, chat apps, or video calls that can disappoint or dearth non-verbal cues. Organizational barriers circumstance when there exist too many levels of management, people circulate around information incorrectly, or it's not clear who is in charge of what. Verbal communication employs brought out words. Non-verbal communication concerns body language, facial expressions, and vocal tone. Written communication employs emails, reports, and memos. Digital communication concerns employing tools such as Slack or video calls. Psychological safety expresses emotion safe to participate your thoughts and agree when you're wrong without fearing about being chastened.

Appendix B: Simple Self-Assessment for Managers

Use this short self-assessment to bill your own communication skills. Answer yes or no to each question. Do I clearly construe tasks and expectations to my team? Do I bill if people deduce by inquiring questions? Do I harken without chipping in? Do I retaliation attention to my own body language and tone of voice? Do I retaliation attention to how other people routine and give themselves through their body movements and gestures? Do I react to emails promptly and politely? Am I exercising the correct way to give for each situation? Do I furnish clear, on-time, and fair feedback? Do I cast about feedback on how I give? Do I modification my way of enunciating or provisional predicated on who I'm with and what's episode? If you foregoing no to any of the questions, elect one skill every week and bring on picking up better at it.