

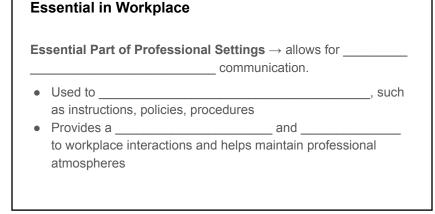
# Formal Communication

## What IS Formal Communication?

 $\begin{array}{c} \textbf{Definition} \rightarrow exchanging \_____ between two or \\ more people within the same organization or field by following \\ \_____ and using official channels of \end{array}$ 

communication.

- Mostly done in \_\_\_\_\_, but also used in spoken and nonverbal form
- Examples of formal communication → business letters, reports, orders, etc.
- AKA "\_\_\_\_\_"



# Forms of Formal Communication

 $\longrightarrow$  this is the most common form of formal

communication

- Used as \_\_\_\_\_ communication within businesses
- Format/layout depends on the form and business
- Learn more about this in the Writing/Composition course

\_\_\_\_\_ ightarrow spoken (and body language) used in

professional/workplace settings

- The words you use and how you speak in the workplace is a big deal
- How you look (\_\_\_\_\_\_) in the workplace tells more than
   what people realized

# **Types of Formal Communication**

 $\underline{\qquad} \rightarrow \text{flow of information from company's managements to its subordinates/workers (ex: instructions and orders through reports, memos, emails, ect)}$ 

Most common type of formal communication

 $\underline{\qquad} \rightarrow \text{messages passed from subordinates to management} \\ (ex: requests, reports, complaints, suggestions, etc)$ 

 $\underline{\qquad} (lateral) \rightarrow between coworkers of different roles but on the same level (ex: communication between managers)$ 

 $\underline{\qquad} (crosswise) \rightarrow between employee of different departments and different levels (ex: HR, marketing, finance, etc)$ 

# **TIPS for Formal Communication**

\_\_\_\_\_\_ → Using contractions when communicating, such as replacing "you are" with "you're," can make the entire message sound less formal. By using the complete versions, you can improve the formality of your message. Use \_\_\_\_\_\_ → Using official titles when addressing others is a sign of respect. Use their titles (Dr. or PhD.) or use Mr, Mrs, Ms followed by their name \_\_\_\_\_\_\_ Jargon → Using specific jargon shows that you are knowledgeable about the company, team, and/or group.

• Jargon  $\rightarrow$  special \_\_\_\_\_\_ that are used by a particular profession or group and are difficult for others to understand

# **TIPS for Formal Communication (cont.)**

Avoid Anecdotes/Analogies → formal communication is more abstract. \_\_\_\_\_\_ messaging is usually preferred

• **Unambiguous**  $\rightarrow$  not open to more than one interpretation

## What to Avoid

Formal Communication usually has rules/guidelines to follow:

- Excessive use of \_\_\_\_\_ or \_\_\_\_
  \_\_\_\_\_ (prevent misunderstandings)
- Slang and common jargon (shows lack of

\_\_\_\_\_)



Advantages and Disadvantages	Challenges
Advantages → formal communication allows for efficient, reliable communication in a Disadvantages → lack of and the potential for due to the lack of personal interaction. Excessive use of formal communication can lead to decrease in as it typically follows a set structure	→ younger generations prefer having multiple ways of communication (social media, texting, company IM) Employer Buy-In → management has to be sure to about rules/procedures with how they align with company goals. Authoritative tones all the time can be a turn-off for many younger employees. Understanding → Mass formal communication not tailored to everyone's communication style can create Decision Making → some employees depend on formal messaging from upper management for important decisions. Since it takes a lot of people to approve certain decisions, it can get to employees that need it

# Informal Communication

# What IS Informal Communication

 $\label{eq:definition} \begin{array}{c} \longrightarrow \mbox{ type of communication that takes place between two or more parties} \\ \mbox{ in a } \_\_\_\_\_ manner \end{array}$ 

- Relational → more about \_\_\_\_\_ than being formal
   Used to build relationships and facilitate communication in social settings
- Use of \_\_\_\_\_ language
- No official documentation and moves a lot faster

Importance  $\rightarrow$  \_\_\_\_\_\_ is beneficial in the workplace, as well as in your personal life

- Strengthens teams and personal relationships
- Allows employees to give feedback to superior (\_\_\_\_\_\_communication)

# Forms of Informal Communication

 $\underline{\qquad} \textbf{Conversation} \rightarrow \text{more relaxed and does not follow the same strict guidelines as formal communication}$ 

 $\longrightarrow$  written communication that is usually

shorthand with emojis and slang

 $\underline{\qquad} Posts \rightarrow \text{posting and commenting on social media}$  is rarely professional/formal. It's usually short and includes a lot of emojis

 $\label{eq:Emails} \textbf{Emails} \rightarrow \textbf{used for both formal and informal communication. Unlike formal emails, informal is more \______, not following any$ 

# Variations Formal communication depends on the culture and industry of the company • "Neutral" Cultures → emotions are "\_\_\_\_\_" (ex: Japan, UK) • "Emotional" Cultures → hiding emotions as lacking \_\_\_\_\_ and \_\_\_\_\_\_ (ex: Greece, Mexico) Industry/Corporate Cultures → varies depending on industry • \_\_\_\_\_\_ Industry → more traditional and hierarchical (judges, attornies, clients, witnesses, etc) • \_\_\_\_\_\_ Industry → usually more relaxed and laid-back

# Advantages and Disadvantages

Advantages → informal communication can help \_\_\_\_\_\_ quickly, as people can relate to each other more easily through informal communication Disadvantages → informal communication can lead to

\_\_\_\_\_\_, as the lack of structure can lead to messages being misinterpreted or taken the wrong way. Informal communication can also lead to a lack of \_\_\_\_\_\_

\_ in the workplace, making it difficult for teams

to coordinate their efforts effectively

# Challenges

$\_$ $\rightarrow$ coming with the informal nature of conversations is gossip.
Since messaging in not controlled, others might receive,
both in the workplace and/or in personal relationships
Lack of Control $\rightarrow$ since informal communication doesn't follow any set rules/guidelines, problematic issues can arise (,, sharing of sensitive information, etc)
someone may say they heard different than what the formal
communication stated. People might provide an inaccurate of
the formal message
$ ightarrow$ the younger generation is using
more and more. They are getting so used to it that they don't
know how to separate informal communication from formal communication