Formal vs Informal Communication

LHA Communication/Debate

Formal Communication

What IS Formal Communication?

Definition → exchanging _____ between two or more people within the same organization or field by following _____ and using official channels of communication.

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

Essential in Workplace

Essential Part of Professional Settings → allows for _____ _____ communication.

- Used to _____, such as instructions, policies, procedures
- Provides a _____ and _____ to workplace interactions and helps maintain professional atmospheres

Forms of Formal Communication

_____ → 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*

_____ → 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

_____→ 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

_____ → messages passed from subordinates to management (ex: requests, reports, complaints, suggestions, etc)

_____ **(lateral)** → between coworkers of different roles but on the same level (ex: communication between managers)

_____ **(crosswise)** → 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** → 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 → not open to more than one interpretation*

_____ → You can replace many everyday words with more sophisticated synonyms (ex: but → however, still → nevertheless, so → thus)

_____ → slang might be fine with informal conversations with your friends, but it will destroy whatever _____ you have

What to Avoid

Formal Communication usually has rules/guidelines to follow:

- Poor _____, _____, _____
- _____ topics (politics, religion, weekend plans)
- Excessive use of _____ or _____
- _____ (prevent misunderstandings)
- Slang and common jargon (shows lack of _____)

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 → 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

Challenges

_____ → 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

Definition → type of communication that takes place between two or more parties in a _____ manner

- **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 → _____ 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

_____**Conversation** → more relaxed and does not follow the same strict guidelines as formal communication

_____ → written communication that is usually shorthand with emojis and slang

_____ **Posts** → posting and commenting on social media is rarely professional/formal. It's usually short and includes a lot of emojis

Emails → used for both formal and informal communication. Unlike formal emails, informal is more _____, not following any _____.

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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

_____→ 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 → 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

_____ → 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