

COMMUNICATION ANALYSIS

Part I: Background Information

I was recently promoted to the position of Personalized Services Clerk at the company I work for. My duties in this position include opening and closing internet contracts, data entry and billing for our internet customers, providing quotes for bulk office supplies, as well as managing a program that oversees money owed for payment of student lunches. As this position entails many new and different procedures and responsibilities, effective communication was essential to the success of my training.

Although I feel that I have received adequate training in this position in order to be able to do my job properly, there have been a few incidents in which I believe communication was misunderstood or could have been improved.

Part II: Definitions

- **Physical Barriers** - occur when physical forces such as the temperature of the environment and appearance or length of a message impede one's ability to communicate effectively.
- **Linguistic Barriers** - occur when a message is conveyed using language that is unfamiliar to the intended audience, resulting in miscommunication/confusion.
- **Nonverbal Barriers** - occur when aspects of nonverbal language convey a different meaning or distract the audience/listener from the intended message.

Part III: Incidents

Communication	Inhibitor	Analysis
When training for my new position, the billing process I needed to learn was already completed. I was not able to physically perform the actual procedure on the computer and received verbal training instead.	Physical Barriers	Instead of training me by having me perform the procedure physically, the coworker training me had to go through the procedure from memory and missed a few important steps.
Once a week, we have a morning meeting with all of	Linguistic Barriers	Giving the elaboration in Spanish resulted in the

<p>the staff. 70% of the employees speak Spanish. When explaining new policies, the manager elaborated in Spanish and forgot to do so in English as well.</p>		<p>employees that only speak English to be confused and still unclear about the new policies and what they entail.</p>
<p>When speaking to my supervisor about the tasks I wanted to accomplish for the day, she yawned.</p>	<p>Nonverbal Barriers</p>	<p>When she yawned while I was talking, it gave me the impression that she didn't care about what I was saying. In reality, she was listening but had not gotten an adequate amount of sleep the night before.</p>

Part IV: Evaluation

In ranking the effectiveness of the communication at my workplace on a scale from 1 to 100, I would give it a score of 80.

Incidents such as the ones I mentioned above occur few and far between; however, I do find that linguistic barriers occur the most often. With both Spanish and American employees, I think that it is important for management to find better ways to communicate ideas to both groups effectively. I feel that sometimes, due to the higher population of Spanish employees, they may unintentionally favor that group over the other when communicating with a larger crowd. Despite this issue, I believe that communication in my workplace is satisfactory and communication is effective in all other aspects.