

# Formal Communication: Vital in Development of Mutual Understanding among Members of Organizations



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**Abstract:** In all types of organizations, all the members, irrespective of their job positions in the hierarchy need to put into operation formal communication. The information in terms of work-related matters is communicated among individuals within organizations. Within all types of organizations, there are some job duties, which are carried out on an individual basis, whereas, there are others, which are carried out through working in collaboration and integration with others. In cases of individual job duties as well, ideas and viewpoints are exchanged in terms of various factors with other individuals. Hence, formal communication is regarded as worthwhile and efficacious. The individuals need to put emphasis on honing technical skills. These are the skills, which are facilitating in making use of various types of technologies. The individuals, belonging to all job positions are required to ensure, they put into operation the techniques, which would be facilitating in doing well in one's job duties, achieving desired goals and objectives and leading to up-gradation of overall structure of the organizations. Furthermore, progression is facilitated among members and overall structure of the organizations, when mutual understanding is developed among all the members. Therefore, formal communication is vital in development of mutual understanding among members of organizations. The main concepts that are taken into account in this research paper are, understanding the meaning and significance of formal communication, measures to be put into operation in reinforcing formal communication and formal communication leads to progression of human resources and organizations.

**Keywords:** Abilities, Formal Communication, Information, Job Duties, Methodologies, Mutual Understanding, Organizations, Skills

## I. INTRODUCTION

The organizations are of different types, i.e. educational institutions of all levels, training centres, financial institutions, production and manufacturing organizations, services organizations, agencies, non-government organizations and so forth. In all types of organizations, individuals are in job positions in accordance to their educational qualifications, competencies, and abilities. Furthermore, there are some job duties, which are put into operation on an individual basis, whereas,

there are others, which are put into operation through working in co-ordination with other members (Communication Process, n.d.). Hence, through putting into operation different job duties, it is necessary to augment information in terms of different types of techniques. This is facilitated through putting into operation communication processes in an effective manner. Formal communication is referred to the communication that takes place within workplace. It is work-related. This is put into practice among superiors and subordinates and among colleagues. Therefore, it is understood on a comprehensive basis that formal communication is approving in leading to progression of human resources and organizational structure.

All the members are required to be well-informed in terms of communication ethics, i.e. making use of polite language and decent words; treating others with respect and courtesy; making provision of factual information; depicting the traits of helpfulness and co-operation and possessing an approachable nature and an amiable attitude. The communication ethics are required to be honed and put into operation in an effective manner. As a consequence, all the members will render an important contribution in forming cordial and amiable terms and relationships with other members. It is apparently understood that within workplace, it is necessary for all the members to be well-equipped in terms of job duties and responsibilities. Furthermore, one needs to be well-informed in terms of different types of methodologies and procedures. Apart from these, through implementing formal communication in an effective manner, one will have to develop mutual understanding with others. As a consequence of development of mutual understanding, one will contribute efficiently in incurring the feeling of job satisfaction. Therefore, it is well-understood, formal communication is essential and needs to be implemented in an effective manner [1].

### A. Understanding the Meaning and Significance of Formal Communication

The individuals, belonging to all job positions in the hierarchy are required to be well-informed in terms of formal communication. In putting into operation different types of job duties and responsibilities, one needs to be well-informed in terms of different types of methodologies and procedures. These are referred to the ways of doing well in one's job duties and generating desired outcomes. The information in terms of these is acquired through conducting research through utilizing various sources and through putting into operation effective communication processes.

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The communication processes needs to take place among superiors, subordinates and colleagues. This is regarded as the lifeline and takes place on regular basis. Furthermore, individuals will overcome different setbacks in an effective manner. This is facilitating in augmenting information in terms of different types of subjects and concepts; exchanging ideas and viewpoints; obtaining answers to all types of questions that are overwhelming and clarifying doubts in terms of various subjects and concepts. As a consequence, one will be able to contribute efficiently in doing well in one's job duties and generating desired outcomes. Therefore, individuals are able to acquire an efficient understanding of the meaning and significance of formal communication, when it is facilitating in augmenting information in terms of different subjects and concepts [2].

Throughout the implementation of job duties and responsibilities, it is necessary for individuals to be well-equipped in terms of different types of methodologies and procedures. These are referred to the ways of doing well in one's job duties and generating desired outcomes. These are manageable and complicated. These are implemented in less amount of time or can be more time-consuming and these are put into operation on one's own or through working in co-ordination with other members. Through implementation of formal communication processes, one will be able to augment information in terms of different types of methodologies and procedures. One of the important aspects that needs to be taken into account is, one will be able to overcome the feelings of apprehensiveness and vulnerability [3].

All these need to be put into operation in a moral and ethical manner. In other words, one needs to hone confidence levels. Furthermore, one will augment motivation and concentration levels towards putting into operation different types of job duties and responsibilities. Hence, it is necessary for all the members, irrespective of their job positions in the hierarchy to be well-informed in terms of different types of methodologies and procedures. Therefore, one is able to acquire an understanding of the meaning and significance of formal communication, when it is approving in generating information regarding methodologies and procedures [4].

With advancements taking place and with the advent of modernization and globalization, it is necessary for individuals to be well-informed in terms of different types of pioneering methodologies and procedures. The utilization of these will be facilitating in carrying out different types of tasks and activities in a well-organized and regimented manner. The different types of pioneering methodologies and procedures are, utilization of charts, graphs, maps, pictures, images, models, structures, designs, tools, apparatus, machinery, equipment, devices and various types of technologies. Getting enrolled in training and development programs will be facilitating to the individuals in generating information in terms of these methodologies and procedures.

Through implementation of formal communication processes, one will be able to augment information in terms of different types of pioneering methodologies and procedures. One of the important aspects that needs to be taken into account is, one will be able to overcome the feelings of apprehensiveness and vulnerability. All these need to be put into operation in an honest and principled manner. In other words, one needs to hone confidence levels.

Furthermore, one will augment motivation and concentration levels towards putting into operation different types of job duties and responsibilities. Hence, it is necessary for all the members, irrespective of their job positions in the hierarchy to be well-informed in terms of different types of methodologies and procedures. Therefore, an understanding of the meaning and significance of formal communication is acquired, when it is facilitating in generating information in terms of pioneering methodologies and procedures.

### B. Measures to be Put into Operation in Reinforcing Formal Communication

Human resources are the assets of the organizations. They are required to make use of their educational qualifications, skills and abilities in doing well in one's job duties, achieving desired goals and objectives and meeting the expectations of individuals in leadership positions. The formal communication is regarded as fundamental. It needs to take place in an effective manner among all the members of the organizations. There are some job duties, which are carried out on an individual basis, whereas, there are others, which are carried out in a team comprising of two or more individuals (Communication Skills and Personality Development, 2020).

Even though there are certain job duties, which are put into operation on an individual basis, still one has to augment information in terms of various areas and clarify doubts. Hence, one needs to ensure, communication processes are put into operation in an effective manner. Throughout the implementation of job duties, all the members need to be well-informed in terms of measures to be put into operation in reinforcing formal communication. These need to be put into operation in an ethical and principled manner. Therefore, measures to be put into operation in reinforcing formal communication are stated as follows:

### C. Implementing Communication Ethics

All the members, belonging to all job positions in the hierarchy of the organizations are required to be well-informed in terms of communication ethics, i.e. making use of polite language and decent words; maintaining eye contact when communication takes place face to face; treating others with respect and courtesy; making provision of factual information; depicting the traits of helpfulness and co-operation and possessing an approachable nature and an amiable attitude. The communication ethics are required to be honed and put into operation in an effective manner. Throughout one's jobs, one needs to reinforce these [5].

As a consequence, all the members will render an important contribution in forming cordial and amiable terms and relationships with other members. It is apparently understood that within workplace, it is necessary for all the members to be well-equipped in terms of job duties and responsibilities. Furthermore, one needs to be well-informed in terms of different types of methodologies and procedures. Apart from these, through implementing formal communication in an effective manner, one will have to develop mutual understanding with others.



As a consequence of development of mutual understanding, one will contribute efficiently in incurring the feeling of job satisfaction. Therefore, implementing communication ethics is regarded as one of the indispensable measures to be put into operation in reinforcing formal communication.

## II. JOB DUTIES AND RESPONSIBILITIES

The individuals, belonging to all job positions in the hierarchy are required to be well-informed in terms of formal communication. In putting into operation different types of job duties and responsibilities, one needs to be well-informed in terms of different types of methods and techniques. These are referred to the ways of doing well in one's job duties and generating desired outcomes. One of the important aspects that needs to be taken into account is, all these need to be implemented in a satisfactory and positive manner. The information in terms of these is acquired through conducting research through utilizing various sources and through putting into operation effective communication processes.

The communication processes needs to take place among superiors, subordinates and colleagues. This is regarded as the lifeline and takes place on regular basis. Furthermore, individuals will overcome different setbacks in an effective manner. This is facilitating in augmenting information in terms of different types of subjects and concepts; exchanging ideas and viewpoints; obtaining answers to all types of questions that are overwhelming and clarifying doubts in terms of various types of subjects and concepts. As a consequence, one will be able to contribute efficiently in doing well in one's job duties and generating desired outcomes. Therefore, job duties and responsibilities is one of the significant measures to be put into operation in reinforcing formal communication.

### A. Methodologies and Procedures

Throughout the implementation of job duties and responsibilities, it is necessary for individuals to be well-equipped in terms of different types of methodologies and procedures. These are referred to the ways of doing well in one's job duties and generating desired outcomes. These are manageable and complicated. These are implemented in less amount of time or can be more time-consuming and these are put into operation on one's own or through working in co-ordination with other members. Through implementation of formal communication processes, one will be able to augment information in terms of different types of methodologies and procedures. One of the important aspects that needs to be taken into account is, one will be able to overcome the feelings of apprehensiveness and vulnerability.

All these need to be put into operation in a moral and ethical manner. In other words, one needs to hone confidence levels. Furthermore, one will augment motivation and concentration levels towards putting into operation different types of job duties and responsibilities. Hence, it is necessary for all the members, irrespective of their job positions in the hierarchy to be well-informed in terms of different types of methodologies and procedures. These need to be put into practice in a principled manner. Therefore, methodologies and procedures is an expedient measure to be put into operation in reinforcing formal communication.

### B. Modern, Scientific and Innovative Methods and Materials

With advancements taking place and with the advent of modernization and globalization, it is necessary for individuals to be well-informed in terms of different types of modern, scientific and innovative methods and materials. The utilization of these will be facilitating in carrying out different types of tasks and activities in a well-organized and regimented manner. The different types of these methods and materials are, utilization of charts, graphs, maps, pictures, images, models, structures, designs, tools, apparatus, machinery, equipment, devices and various types of technologies. Getting enrolled in training and development programs will be facilitating to the individuals in generating information in terms of these methods and materials.

Through implementation of formal communication processes, one will be able to augment information in terms of different types of modern, scientific and innovative methods and materials. One of the important aspects that needs to be taken into account is, one will be able to overcome the feelings of apprehensiveness and vulnerability. All these need to be put into operation in an honest and principled manner. In other words, one needs to hone confidence levels. Furthermore, one will augment motivation and concentration levels towards putting into operation different types of job duties and responsibilities. Hence, it is necessary for all the members, irrespective of their job positions in the hierarchy to be well-informed in terms of different types of methods and materials. Therefore, modern, scientific and innovative methods and materials is an eminent measure to be put into operation in reinforcing formal communication.

### C. Forming Positive Viewpoints Regarding others

The individuals, belonging to all job positions are required to form positive viewpoints in terms of other individuals. The formation of positive viewpoints is facilitating in forming cordial and amiable terms and relationships with other individuals. In order to do well in one's tasks and activities, one will have to be well-prepared. It is apparently understood that there are occurrences of setbacks in terms of various factors. The individuals make an attempt to solve these on their own, but when they are unsuccessful, they are required to obtain help and support from other individuals. Hence, positivity in viewpoints and perspectives is essential in carrying out different types of tasks and activities in an adequate manner.

As a consequence, one will render an important contribution in leading to up-gradation of motivation and concentration levels towards different types of job duties and responsibilities. In this manner, one will be able to do well in their job duties, achieve desired goals and lead to up-gradation of overall structure of the organizations. Hence, it is well-understood, one will have to form positive viewpoints in order to put into operation formal communication terms in an appropriate manner. Therefore, forming positive viewpoints regarding others is a renowned measure to be put into operation in reinforcing formal communication.



### III. REINFORCING A CONSTRUCTIVE APPROACH

Throughout the implementation of different types of job duties and responsibilities, one needs to reinforce a constructive approach. This is facilitating in putting into operation formal communication in an effective manner. The members of the organizations are different in terms of number of factors, i.e. castes, creeds, races, genders, religions, ethnicities, age groups, cultures, personality traits, educational qualifications, occupations, categories and socio-economic backgrounds. In spite of these differences, they are required to put into operation formal communication in an effective manner. This is facilitating in carrying out different types of job duties and responsibilities in an appropriate manner.

As a consequence, one will render an important contribution in leading to up-gradation of enthusiasm, motivation and concentration levels towards different types of job duties and responsibilities. Furthermore, one will hone confidence levels and overcome the feelings of apprehensiveness and vulnerability. In this manner, one will be able to do well in their job duties, achieve desired goals and lead to up-gradation of overall structure of the organizations. Hence, it is well-understood, one will have to reinforce a constructive approach in order to put into operation formal communication terms in an appropriate manner. Therefore, reinforcing a constructive approach is a meaningful measure to be put into operation in reinforcing formal communication.

#### A. Carrying out Tasks and Activities in an appropriate Manner

The individuals, belonging to all job positions in the hierarchy of the organizations are required to carry out all types of tasks and activities in an appropriate manner. Furthermore, it is necessary for individuals to be well-equipped in terms of different types of techniques and processes. These are referred to the ways of doing well in one's job duties and generating desired outcomes. These are manageable and complicated. These are put into operation in less amount of time or can be more time-consuming and these are put into operation on one's own or through working in co-ordination with other members.

Through implementation of formal communication processes, one will be able to augment information in terms of different types of methodologies and procedures. One of the important aspects that needs to be taken into account is, one will be able to overcome the feelings of apprehensiveness and vulnerability. These are essential in carrying out tasks and activities in a well-organized manner. Furthermore, one will be able to contribute efficiently in meeting the expectations of individuals in leadership positions. In addition, one will contribute significantly in incurring the feeling of job satisfaction and retaining their jobs. Therefore, carrying out tasks and activities in an appropriate manner is a notable measure to be put into operation in reinforcing formal communication.

#### B. Putting in Efforts to one's Best Abilities

It is apparently understood that all the members are being overwhelmed by different types of dilemmas and challenging situations. The different areas in terms of which these take

place are, job duties, responsibilities, methodologies, procedures, techniques, approaches, unawareness in terms of various factors, lack of implementation of time-management skills, lack of analytical, critical-thinking and problem-solving skills, scarcity of financial, human, technical, material and information resources, lack of infrastructure, amenities and facilities and so forth. The different types of problems and challenging situations are experienced in a major or minor form.

Hence, through putting into operation formal communication processes, one will be able to augment information in terms of different types of ways of coping with these in an effective manner. In addition, these are prevented from giving rise to impediments within the course of putting into operation tasks and activities. Furthermore, one will put in efforts to their best abilities in carrying out all types of job duties and responsibilities in a well-ordered manner. This is facilitating in meeting the expectations of individuals in leadership positions. In addition, one will contribute efficiently in incurring the feeling of job satisfaction and retaining their jobs. Therefore, putting in efforts to one's best abilities is a noteworthy measure to be put into operation in reinforcing formal communication.

#### C. Possessing the Abilities to Work under Stress

It is apparently understood that there are occurrences of stressful situations in terms of various areas, i.e. job duties, responsibilities, approaches, techniques, tactics, unawareness in terms of various factors, lack of implementation of time-management skills, lack of analytical, critical-thinking and problem-solving skills, scarcity of financial, human, technical, material and information resources, lack of infrastructure, amenities and facilities and so forth. The influence of different types of stressful situations is experienced in a major or minor form (Communication for Business Professionals, n.d.). Through putting into operation formal communication processes, one will be able to augment information in terms of different types of ways of coping with different types of stressful situations in an effective manner. In addition, these are prevented from giving rise to obstacles within the course of putting into operation various job duties and responsibilities. Furthermore, one will possess the abilities to work under stress in carrying out all types of job duties and responsibilities in a well-ordered manner. This is facilitating in meeting the expectations of individuals in leadership positions. In addition, one will contribute efficiently in incurring the feeling of job satisfaction and retaining their jobs. Therefore, possessing the abilities to work under stress is an important measure to be put into operation in reinforcing formal communication.

### IV. HONING TECHNICAL SKILLS

The individuals, belonging to all job positions in the hierarchy of the organizations are required to hone technical skills. These are the skills that are facilitating in making use of various types of technologies, i.e. computers, lap-tops, I pads, scanners, printers, photo-copiers, audio-visual aids, projectors and so forth.



The honing of technical skills is facilitating in implementing formal communication. The individuals communicate in a verbal and written form. Verbal communication takes place through phone or video-calling, whereas, written communication takes place through exchanging messages and emails. Hence, one needs to put emphasis on leading to up-gradation of technical skills throughout their jobs. This is the key in achievement of professional goals and leading to up-gradation of overall structure of the organizations. All the members need to be well-informed in terms of factors which are facilitating in enhancing formal communication, i.e. making use of polite language and decent words; treating others with respect and courtesy; making provision of factual information; forming positive viewpoints in terms of various factors and reinforcing the traits of honesty, efficiency, and truthfulness. Hence, acknowledgement and implementation of all these factors will be facilitating in putting into operation formal communication in an effective manner. Therefore, honing technical skills is an essential measure to be put into operation in reinforcing formal communication.

#### A. Augmenting Skills and Abilities

All the members of the organizations are required to augment skills and abilities, throughout their job duties. The different types of skills are, communication skills, decision-making skills, time-management skills, analytical skills, problem-solving skills, critical-thinking skills, technical skills, creative skills, artistic skills, intellectual skills, public-speaking, presentation skills, personal skills, professional skills, leadership skills and negotiation skills. On the other hand, abilities, which need to be honed are, convincing, persuasion, planning, organizing, directing, controlling, co-ordinating, leading, negotiating, emotional intelligence, systems thinking, possessing the abilities to work under stress, putting in efforts to one's best abilities, coping with different types of dilemmas and challenging situations in an effective manner and carrying out different types of tasks and activities in a satisfactory manner. The implementation of formal communication is facilitating in augmenting different types of skills and abilities. The main reason being, when individuals are communicating with each other, they will render an important contribution in leading to up-gradation of various types of skills and abilities. One of the important aspects that needs to be taken into account is, one will be able to carry out different types of job duties and responsibilities in a well-organized and disciplined manner. Therefore, augmenting skills and abilities is a favourable measure to be put into operation in reinforcing formal communication.

#### B. Being Well-informed Regarding Various Factors

All the members, irrespective of their job positions in the hierarchy of the organizations are required to be well-informed in terms of various factors, i.e. putting into operation effective communication processes; being well-informed in terms of job duties and responsibilities; being well-aware in terms of methodologies and procedures; utilizing different types of modern, scientific and innovative methods and materials; forming positive viewpoints regarding others; carrying out tasks and activities in an appropriate manner; making wise and productive decisions in terms of various areas; coping with different types of problems and challenging situations; possessing the abilities

to work under stress and forming an effective social circle. The putting into operation of formal communication is facilitating in augmenting information in terms of different types of factors (Communication Theory, n.d.). The main reason being, when individuals are communicating with each other, they will render an important contribution in leading to up-gradation of various types of factors. One of the important aspects that needs to be taken into account is, one will be able to carry out different types of job duties and responsibilities in a well-ordered and disciplined manner. As a consequence, one will contribute in incurring the feeling of job satisfaction and retaining their jobs. Therefore, being well-informed regarding various factors is a useful measure to be put into operation in reinforcing formal communication.

#### C. Formal Communication leads to Progression of Human Resources and Organizations

Throughout the implementation of various types of job duties and responsibilities, it is necessary for individuals to be well-equipped in terms of different types of techniques. These are referred to various ways of doing well in one's job duties and generating desired outcomes. Furthermore, these are facilitating in meeting the expectations of individuals in leadership positions. These are manageable and complicated. These are put into operation in less amount of time or can be more time-consuming. Through implementation of formal communication processes, one will be able to augment information in terms of different types of methodologies and procedures. One of the important aspects that needs to be taken into account is, one will be able to overcome the feelings of apprehensiveness and vulnerability.

All these need to be put into operation in a moral and ethical manner. In other words, one needs to hone confidence levels. Furthermore, one will augment motivation and concentration levels towards putting into operation different types of job duties and responsibilities (Communication in the Modern World, n.d.). Hence, it is necessary for all the members, irrespective of their job positions in the hierarchy to be well-informed in terms of different types of techniques. These need to be put into practice in a moral and principled manner. Therefore, it is understood on a comprehensive basis that formal communication leads to progression of human resources and organizations. The individuals, belonging to all job positions are required to form positive viewpoints in terms of all the factors of the organizations and other individuals. The formation of positive viewpoints is facilitating in forming cordial and amiable terms and relationships with other individuals. In order to do well in one's tasks and activities, one will have to be well-prepared. It is apparently understood that there are occurrences of setbacks in terms of various factors. The individuals make an attempt to solve these on their own, but when they are unsuccessful, they are required to obtain help and support from other individuals. Hence, positivity in viewpoints and perspectives is essential in carrying out different types of job duties and responsibilities in an appropriate manner. As a consequence, one will render an important contribution in leading to up-gradation of motivation and enthusiasm levels towards different types of job duties and responsibilities.

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In this manner, one will be able to do well in their job duties, achieve desired goals and lead to up-gradation of overall structure of the organizations. Hence, it is well-understood, one will have to form positive viewpoints in order to put into operation formal communication terms in a satisfactory manner. Therefore, it is well-understood that formal communication leads to progression of human resources and organizations. All the members, irrespective of their job positions in the hierarchy of the organizations are required to be well-informed in terms of various factors, i.e. putting into operation effective communication processes; being well-informed in terms of job duties and responsibilities; being well-aware in terms of methodologies and procedures; utilizing different types of modern, scientific and innovative methods and materials; forming positive viewpoints regarding various factors of organizations and other individuals; carrying out tasks and activities in an appropriate manner; making wise and productive decisions in terms of various areas; coping with different types of problems and challenging situations; implementing time-management skills and forming cordial and amiable terms and relationships with others. The putting into operation of formal communication is facilitating in augmenting information in terms of different types of factors. The main reason being, when individuals are communicating with each other, they will render an important contribution in leading to up-gradation of various types of factors. One of the important aspects that needs to be taken into account is, one will be able to carry out different types of job duties and responsibilities in accordance to the expectations of individuals in leadership positions. As a consequence, one will contribute in incurring the feeling of job satisfaction and retaining their jobs. Therefore, it can be stated, that formal communication leads to progression of human resources and organizations.

### V. CONCLUSION

Formal communication is work-related communication. Measures to be put into operation in reinforcing formal communication are, implementing communication ethics, job duties and responsibilities, methodologies and procedures, modern, scientific and innovative methods and materials, forming positive viewpoints regarding others, reinforcing a constructive approach, carrying out tasks and activities in an appropriate manner, putting in efforts to one's best abilities, possessing the abilities to work under stress, honing technical skills, augmenting skills and abilities and being well-informed regarding various factors. Formal communication leads to progression of human resources and organizations. Finally, it can be stated, formal communication is facilitating in promoting enhancement of human resources and overall structure of the organizations.

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