

Communication Process Paper

Organizational Behavior and Management/CJA444

Communication is essential for effective functioning in every part of an organization (fmlinkcom, 2012). No matter the location, no matter what the business, communication will be essential to the success of any organization. In this paper a look will be taken at a certain organization and

specific information will be described regarding the communication within it as a whole. An outline will be provided concerning what the strengths and weaknesses are of the organization as it pertains to communication. An outline will be offered regarding the managerial approach within the organization and its supervisors, managers, and executives, and how they contribute to or detract from effective communication.

From personal experience, one has been fortunate enough to be given the chance to work at a local family-owned restaurant for the past few months. It is the first time that from a personal point of view, one could work within a small business and the experience has been fascinating. Previously the place that gave employment was an organization that consisted of nearly 500 employees in the company's division alone and they have divisions nationwide. Personally since then one has moved to a new organization that has fewer than 10 employees. It is has been a bit of culture shock, not to mention that it is extremely different.

The communication climate in the organization in general, is entirely different than what individually one has been accustomed too. Before, communication used to come down from different levels from different people until it made its way to the manager over our division who would call each employee together to relay any necessary information. This is just an

example of what it was like because the company had very many people and was employed by the Department of Homeland Security (DHS) who subcontracted out their work to the previous employer on a yearly basis per contract. Switching to a new industry means that everything naturally would change, especially the way in which the communication is done.

Personally, at previous places of employment communication was incredibly formal. Information had to trickle its way down to the employees through managers. Currently, the communication is very different. It is very informal. The company and its employees have an owner, but no true manager within the organization. The staff is a collection of individuals (less than 10) who all work their particular position together. The employees have the same goal in mind and each understand one's individual role. The communication comes from the owner and when he needs someone, he calls him or her, personally this individually my responsibility.

This is very different, he communicates with the employees like he is talking to friends. The atmosphere and environment is very laid back. He will text someone a question about something or he will call. When we need something for the restaurant the employees will call him and he will make sure that his employees get what is needed. The communication is easy and the owner is always accessible.