Communication Productivity Analysis

In today’s society, effective communication is the key to a business’s success given that information has to constantly be transmitted. In basic terms, it is the duty of a company to ensure that the information and ideas are being proficiently conveyed in order to be productive. There are several methods of communication, such as e-mails, meetings, memos, letters, behaviors/eye contact, and so forth; however, a company must not limit itself to only one. As a receptionist at a salon for three years, I learned the importance of good communication because without it, problems would have remained problems and nothing would have been accomplished. One form of communication that I believe to be one of the most efficient types is face-to-face exchanges.

Like any other employee, my job consisted of constant communication: phone calls, customer interaction, e-mails, and continuous contact with my employers. In other words, there were many requirements in my job description, but interpersonal skills were at the top of the list. For instance, it was my responsibility to fulfill my tasks to the best of my ability and that meant being in daily contact with a range of people, such as clients and my superiors.

During my time as a front-desk assistant, I learned how to act with different situations, like angry customers and busy periods (especially holidays). A skill that I learned throughout my experience was to always remain patient and calm because nerves will make it hard to capably get the job done. For example, our clients expected me to know what I was talking about; therefore, I needed to be confident with what I was verbalizing. Basically, confidence is the attitude every person should possess if she/he wants to be respected and taken seriously given that no one is going to listen to someone who seems insecure; as a result, poise and self-assurance are characteristics that make for an effective communication.
In addition, a confident attitude helped my interaction with employers as well co-workers, especially at meetings. Everywhere few weeks, my employers required for all their workers to gather so that we can review our duties, set new goals, and prepare ourselves for any upcoming events. These meetings were beneficial because they kept everyone aware of important issues, such as how the business is performing financially and what steps should be taken in order to improve the salon as well as the experiences of our clients. Needless to say, during my time there, we underwent a range of changes: we moved, renovated, added more payment options, and increased our advertisements. However, such modifications would have never been possible if it were not for the input and feedback of everyone at the salon. Our meetings allowed for each individual involved in the business to give advice, share their ideas, and praise certain accomplishments.

As every other business, the salon was not perfect given that the internal communication could have been better. Meetings, for instance, should have taken place more frequently, especially during the renovation period; ideas as well as ways to speed up the process could have been shared, but instead we ended up ten months behind schedule. Also, I felt as if the conferences were always last minute; hence, my coworkers and I were less prepared and issues were rarely brought forth. In basic terms, we spent more time praising one another than actually providing feedback and guidance.

In general, business meetings should be to the point and consistently focus on the agenda. There should also be rules, such as: share ideas freely, everyone must participate, provide constructive suggestions, stay on track and on time, and be concise. All in all, an effective meeting is where everyone is involved and uses their skills to problem-solve, plan, forecast, and come to a consensus over decisions. Every business has different requirements and expectations; yet, there is no denying the positive influence of meetings given that it is a time where everyone has a say and can share rather than simply listen. As Confucius once said, “Tell me and I'll forget. Show me and I'll remember. Involve me and I'll understand.”