

# Organizational Strategies Practiced by the Human Resource Department to enhance interdepartmental communication between employees.

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## Abstract:

The research paper is been prepared to study the different strategies implemented or chosen by the Human resource department in organizations to enhance colloquialism or desired communication to maintain the organizational environment which will be contributing to better work force, lesser attrition, and increased efficiency of workers in operations of hotels. As every human need is communication and specifically appropriate communication among, the study will elaborate more on how such communication can be developed between the associate and supervisory level. Formal communication may a tool for professional interactions however the work culture, environment and inter-personal relationships are dependent on the informal communication . Corporate communication has been an effective tool for the organizational aims and there are different strategies adopted by different organizations to develop this communication at their work place.

Key words: Colloquialism, Communication, Departmentalization, organizational environment, strategies.

## Introduction:

Corporate communication is a management function or department, like marketing, finance, or operations, dedicated to the dissemination of information to key constituencies, the execution of corporate strategy and the development of messages for a variety of purposes for inside and outside the organisation. This study will be significant for the upcoming researches for further references, the aspirants who opt to study for communicational strategies and for formal and informal techniques used in some of the organizations. The research paper also signifies the impacts of communicational strategies on the internal environment of the organization and thus contribution to the betterment of the individual as well as the organization as a whole.

## Objectives:

- Study most popular strategy used for enhancing communication in companies.
- Impacts of these strategies on employee development.

The objectives also follow the purpose to emphasize the needful or the traditional or popular ways adopted for colloquialism or communication development. The other minor objectives will also focus on the respondents personal experiences for being involved in this process which might help in binding up the conclusions for the research.

## Hypothesis:

Colloquialism or Informal Communication between the employees of an organization is as important as formal communication.

Informal communication not only enhances interpersonal relationships but also contributes to the organization culture.

## Concept of Colloquialism:

If we carefully study linguistics, we can get to know that Colloquialism forms the part of our everyday language and it not only includes only language but also the body language, the gestures and also our facial expressions. It is the most used linguistic variety of a language, the language normally used in conversation and other informal communication. A specific instance of such language is called a *colloquialism*.

Some people refer to colloquialism as a slang language. But is not totally true. Colloquialism may include few local words or slang words but it is not totally a slang language. Slang is permitted in colloquial language, but it is not a necessary element.

## Distinction from other slangs:

Colloquialisms are distinct from slang or jargon. Colloquialism is very much different from a slang when we consider the exact definition of it. Yes, certainly it contains few similar or like wise words or meanings but it is generally referred to as the informal language. Colloquialism is permitted and very much used in the organizations during events, activities and other informal gathers. Thus, making it not a total slang but a permitted informal language as such.

### **Jargon v/s Colloquialism:**

Jargon is specialized terminology used to define specific words and phrases used in a particular profession, trade, or group. Jargon is a type of language that is used in a particular context and may not be well understood outside that context. The context is usually a particular occupation (that is, a certain trade, profession, vernacular, or academic field), but any in a group can have jargon. The main trait that distinguishes jargon from the rest of a language is special vocabulary

Jargon is thus "the technical terminology or characteristic idiom of a special activity or group". Most jargon is technical terminology (technical terms), involving terms of art or industry terms, with particular meaning within a specific industry

One of the draw backs of a Jargon is that it excludes much of the informality. It generally is used by delegates of similar domain, probably the same groups and organizations. It sometimes may totally exclude the point that a lay man shall never be familiar with jargons, thus needs to be revised in a simpler or probably a Familiar language, easy enough to understand. Some academics encourage fellow academics to use jargon-free language because it pervades disciplines, history, and different research strategies. When using jargon people tend to become less engaged as they become lost in the technical language.

Thus the main difference between jargons and colloquialism lies in the formal and informal nature of both language bases. Jargons tend to be more technical where colloquial tends more relaxing and informal feel in the conversations.

Definitely both are used equally mandatorily however both function differently or can be said as are more contrast in nature.

### **Role of Colloquialism:**

Corporate organizations tend to have a tedious work environment 24 hours seven. This leads to physical as well as brain drain of employees which is a job of management to look into. Department heads need to ensure their work places remain as stress free as possible or at least increase employee moral and maintain a friendly environment. This is done by creating homely circumstances in a framework set by the organization. Colloquialism does this aid for enhancing as well as maintaining a hormonal environment in the hotels at least in staff areas.

The relations between not only employees and customers but also the hierarchies of staff needs to be friendly and polite where the employees should be felt inspired, motivated and concerned. Formal communications take care of the technical requirements, briefings, training etc however, informal conversations ensure relativity, interest, enthusiasm and fond.

Colloquialism also helps managers in knowing their staff well and planning psychological aid where and when necessary. There have been noted many case studies where informal communication has led to original personalities of people to be confronted and thus eluding the environment from getting disturbed or compromised.

Though colloquialism needs to be limited within a frame work, it is the task of the authorities to ensure only desired flexibility between employees for the use of colloquialism. It also helps keeping up the local culture between employees which binds them together and encourage them for team work which is at utmost importance in any organization.

### **Communication Strategies:**

Formal communication: Formal communication refers to interchange of information officially. The flow of communication is controlled and is a deliberate effort. This makes it possible for the information to reach the desired place without any hindrance, at a little cost and in a proper way. This is also known as 'Through Proper Channel Communication.'

#### (1) Written and Oral:

Formal communication can both be written and oral. While dealing with a day to day activity or operation, oral communication seems to be enough where as when in case of a policy or an executive order, a written methodology is mandatory.

#### (2) Formal Relations:

Formal communication leads to formal relations. It is very much obvious that when employees limit their communication only to the point with each other or even less bother about each other, we may observe the environment is much more formal, distinguished and robotic.

#### (3) Prescribed Path:

When we study the various channels of distribution in the supply chain domain, we need to understand, Human Communication in the organization works exactly in the same way. While doing formal communication, we need to focus on the appropriate channel. For example, while giving an executive order, the chairman or the Director of a company will not convey to each and every employee or the sanitation worker, He/ She will initiate a board members meeting or simply mail the department heads and get the job done. Similarly, if an employee has to convey something to the Chairman, He/ She needs to go through the channel of his manager or department in-charge. This channelizing is called as the prescribed path.

#### (4) Organisational Message:

Under this area of an organizational message, only the executive orders from the higher authority or the management are included. The individual messages are not tot be considered. Also, the order of the message is quite distinguished. The message is probably well defined, to the point, crisp and clear in the standard instruction to all.

#### (5) Deliberate Effort:

What we have been studying in the definition of management, can be found under the deliberate effort. The effort here is not an unplanned or unstructured one. It is basically a planned process in the organization. A structure, a full fledged road map can be considered under this type of communication, which is again, a formal one.

#### Informal Communication:

Informal Communication' is the communication among the people of an organization not on the basis of formal relationship in the organisational structure but on the basis of informal relations and understanding.

It may overlap routes, levels or positions. Informal communication creates a situation where the different workers communicate with each other, work side by side, hour after hour and day after day irrespective of their formal positions and relationships.

Strategies for Informal Communication or Colloquialism:

1. Company Parties or events: Usually companies organize parties and events to make their employees gel well with each other and maintain some enthusiasm with in them. It also ensures enhancements of inter personal relationships and share of thoughts & Interests.
2. Staff Trips & Tours: Organizations implement these strategy to initiate informal communication and improving team spirit between employees, plus to add on to their experiences, they arrange industrial tours and trips also.
3. Counseling: A one on one or sometimes even groups are counseled by the management in an informal chitchat. They do this to make sure they employees open up with their superiors and share their thoughts. It can also be called as the glass wall breaker.
4. Shuffling of Inter-departmental teams: This is very popular way of initiating colloquialism and informal communication between employees and many of the companies implement it to create a good organizational culture.

#### **Impacts of enhanced communication on organization**

- Effective communication can be established if the employees are well trained and mannered. All we need to focus on is the training of soft skills, their counseling and their well being in the organization. Effective communication will be automatically ensured if these things are kept in mind. A separate, individual effort is really not necessary in this case.
- No grapevine communication can be noticed or if at all, at least lesser grapevine communication will be observed in the organization. Many researches have stated that if the grape vine communication (rumors) are exceeded more than necessary, an organization may face interpersonal political challenges and may lead to an unhealthy environment eventually. This will stagnate not only the growth of the organization but also the growth of the individuals who are working in that organization.
- Enhanced Interpersonal Relationships can be observed if the communication is improvised in an organization. Even after having authority wise delegation, employees will act much more mature and will help one another in their personal as well as the team's growth. They can focus on the environmental wellbeing of their departments and also give a space for innovation and their own contributions.
- A good and healthy culture can be developed if the communication in the organization is enhanced. This is not only the responsibility of the Human Resource personnel but each and every person in the organization.
- A competitive advantage can be gained in the organization if the interpersonal communication is enhanced. A healthy competition which can lead to more yields and motivation can be expected simultaneously.

#### **Conclusions:**

- i. Though the means may be different but all organizations practice communication enhancements.
- ii. It might be indifferent to compare the best known strategy as communication techniques depends on situation analysis.
- iii. The perceptions of communication strategies differs from person to person.

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