

## **Communication**

Communication is the process of expressing ideas and feelings and sharing information.

### **Types of communication**

- Formal communication
- Informal communication
- Verbal communication
- Non-verbal communication

### **Formal and informal**

Formal communication is, typically, conveyed from the top leadership to various departments and employees. Usually, every organization follows a procedure for formal conversation.

#### **Examples of formal communication:**

Business emails are one of the most concrete examples of formal communications.

However, there is no predetermined structure for informal communication in any organization. To start with, it helps create and maintain a relationship among colleagues. For instance, consider those chats with your coworkers about the latest movies over a cup of coffee. Informal communication can also play a much larger role than just generating friendly chatter. This form of communication can be very useful in resolving a conflict between the employees and the management.

#### **Examples of formal communication:**

Personal phone calls are informal.

## **Verbal and non-verbal communication**

Communication involves two components: verbal and non-verbal cues. Verbal communication is any information, emotions, and thoughts that are exchanged using speech. This involves interaction where words are used to converse.

### **Examples of verbal communication:**

Chatting with your friends and colleagues.

Non-verbal communication is the process of generating meaning without the use of spoken words.

### **Examples of non-verbal communication**

Facial Expressions. The first, and most obvious, clue to nonverbal communication.

Eye Contact. People place a lot of stock in eye contact. If you're talking to someone.

Gestures and Movement. While the face is a dead giveaway for mood.