

How does communication flow in your department?

Purpose of this activity: To describe the flow of communication and the “weak links” within the communication loop.

Think of a typical day in your department. Describe how communication flows between you and your employees; between employees; between you and other departments; between you and your superior(s); between you and your colleagues, etc.

Procedure:

1. On paper, draw a picture of the communication flow. Use symbols such as pictures, stick people, shapes, characters, numbers, flow chart symbols, etc. not paragraphs or sentences. You may use short phrases to describe your symbols.
2. After you draw the communication flow, analyze it.
 - a. Identify weak links in the communication flow, and place an X on the weak link spots. Be prepared to explain.
 - b. Identify the communication mediums used, and how they are used most frequently, i.e., e-mail, voicemail, inter-office mail, face-to-face, text, phone, meeting, etc.
3. Identify ways to improve communication flow at your department/company/team and ways to implement the improvements.

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