Business Communication

Student’s name

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**Effective Communication**

The article highlights various importance of communication within the workplace. Communication refers to the exchange of ideas or information between two or more people. It is one of the basic things that make it easier for people to relate and even work together. In the article, there are various benefits of communication discussed. One of them is that it is a source of motivation. Through it, employees are in a position to understand what they are supposed to do, at what time and why. It also encourages people to socialize. The sharing or rather exchange of ideas is what enables people to keep in touch and build a friendly relationship.

Communication also helps in altering the attitude of the employees. People tend to be more comfortable when they are informed about various things happening around them. Lack of communication is more likely to affect the employee attitudes of the employees in a negative way, thereby affecting the functionality. Apart from that it also participates in controlling processes. Communication makes it easier to share various things that need to be practiced by the employees, which involve the way they behave, treat each other, and address their leaders among other things. The creation of policies is also a form of communication that guides all the processes done within an organization.

In ensuring effective communication within the workplace, there are various things that need to be done. First, the patients need to be provided with the procedure they need to follow before being attended to, whether it involves bill payments, consultation or meeting different specialists. This is to avoid circumstances where the patients have to wait for a longer period of time without knowing the actual cause of the delay. Another way is training the health workers on how to provide feedback to the patients in a polite way without having them feel offended. This is to ensure that the patients remain calm even if they will have to wait for long.

According to the case, we realize that all the commotion was caused due to lack of effective communication. Just as discussed in the article summary above, communication has the ability to affect the attitude of other people. We realize that the patient becomes angry the moment he was going to be seen inside by the psychiatrist ER. Probably he felt that the medical assistance was taking so long. After being convinced by the nurse not to leave his temper reduced and he stayed calm the whole day. This aspect supports the importance of communication in healthcare. When dealing with different patients it is important to communicate in order to be in a position to work with them easily. After being asked to stay for a night the patient became even more violent. Probably he had some mental issues but then all these happened in response to the kind of information he received.

The case is also related to the theories of leadership management, communication, and organizational culture. In this case, we can say that the leadership management for this medical environment is poor. This is why the patient has to stay for a longer period of time before being attended to. The organizational culture, on the other hand, we can say time is strictly observed when it comes to working shifts. This is why the doctor had to leave at four leaving the duties to another person. Collaboration is also the culture, judging from the way one patient is taken care of by different health workers. Such cultures rea important but they may fail to work especially when dealing with people having mental related issues, like the male patient in the case study. Communication, as discussed, is also vital, and we see its one of the things that resulted in the patient poor reaction.

References

https://www.managementstudyguide.com/importance-of-communication.htm