

Channels of communication A communication channel is a medium or pathway through which information is transmitted between individuals, groups, or entities. **Negative Impact on Morale:** False or negative grapevine messages can create anxiety and distrust among employees, affecting overall morale and productivity. **Verbal communication** is when we communicate our message verbally to whoever is receiving the message. **Internal communication:** Internal communication is the process of exchanging information among people of different levels or internal participants within the organization.

The two major channels of communication are the Formal and informal. **Formal Channels of Communication** Formal communication is the process of exchanging information by following the prescribed or official rules, procedures, systems formalities, chain of command etc. Problems and grievances are redressed. The two major channels of communication are the Formal and informal. **Grapevine/Informal Communication** Along with the formal channel of communication every organization has an equally effective channel of communication that is the informal channel often called grapevine, because it runs in all directions--Horizontal, Vertical, Diagonal. It flows around and wherever people get together in groups. **Upward Communication:** Upward communication moves from the subordinates to the superiors and continues up to the organizational hierarchy. **Advantages of Grapevine Communication:** **Unreliable:** Grapevine communication often involves rumours and unverified information, leading to inaccuracies and misunderstandings. It can encompass various forms, such as verbal, written, visual, or nonverbal methods, and may include both formal and informal avenues. **Informal Channels of Communication** Along with the formal channel of communication every organization has an equally effective channel of communication that is the informal channel often called grapevine, because it runs in all directions--Horizontal, Vertical, Diagonal. It's like the social network of informal communication in a workplace. **Rapid Transmission:** Grapevine communication spreads information quickly, especially in situations where formal channels may be slow. **Social Bonding:** Grapevine communication fosters social bonds within groups, contributing to a sense of camaraderie and shared understanding. Such messages can be communicated through gesture; body language or posture; facial expression and eye contact; object communication such as clothing, hair styles or even architecture; symbols and infographics. Speech may also contain non-verbal elements known as paralanguage, including voice quality, emotion and speaking style, as well as prosodic features such as rhythm, intonation and stress. The grapevine refers to the informal communication network within an organization, where information, gossip, or rumours are transmitted from person to person. It's often characterized by its informal and unsanctioned nature, spreading throughout the organization regardless of official authority channels. **Supplements Formal Communication:** It can fill gaps left by formal channels, ensuring information reaches individuals who might be left out. **Feedback Mechanism:** Provides feedback on how information is perceived among employees, offering insights into the organizational climate. **Word Interpretation Barrier:** People ascribe diverse meanings to the same word, hindering effective communication. Communication channels play a crucial role in facilitating the exchange of information within organizations and other social contexts. Likewise, written texts have non-verbal elements such as handwriting style, spatial arrangement of words, or the use of emotions. **Distortion of Facts:** Information may be altered as it passes through various individuals, leading to a distorted version of the original.

