

# € TRAINING

Organizational and Departmental  
Communication - Virtual Learning





# Organizational and Departmental Communication - Virtual Learning

## Introduction

A company's ability to maintain efficiency and productivity depends on effective communication inside the business. Interdepartmental communication is one of the more significant types of organizational communication. Participants gain the knowledge and abilities needed to put into practice procedures that improve departmental collaboration and maintain a smooth information flow from this course.

## Course Objectives

At the end of this course, participants will be able to:

- Determine the most efficient channels for cooperative departmental communication.
- Display top-notch internal customer service abilities.
- Utilize proactive methods to streamline cross-departmental work procedures.
- Apply various team-building techniques to bring about alignment inside the company. Eliminate communication obstacles to reduce interdepartmental friction.
- Create a strategy to improve organizational communication in general.

## Targeted Audience

- professionals who connect with other teams, departments, or business units, including managers and supervisors.

## Course Outline

### Unit 1: Organizational communication

- Definition of interdepartmental communication
- The direction of communication within an organization
- Formal versus informal communication
- The organizational grapevine
- Organizational culture and its effect on performance
- Levels of company culture
- Determining the strength of company culture
- Organizational values and attitudes
- Communication blockers

### Unit 2: Internal customer service

- Internal customer service definition
- Importance of excellent internal customer service
- The service profit chain
- Silo mentality
- Breaking down the silo
- The service quality factors
- Building rapport with internal customers

- Handling customer complaints

### Unit 3: Simplification of work processes between departments

- Signs of complicated or inefficient processes
- Simplifying work processes
- Work simplification stages
- Data analysis and evaluation
- Work Breakdown Structure WBS

### Unit 4: Interdepartmental team building

- Removing the 'us-against-them' mindset
- Building an interdepartmental team
- Characteristics of successful teams
- Team cohesiveness
- Team building models and applications
- Creating alignment between different units
- The power of synergy
- From working alone to working in teams

### Unit 5: Resolving interdepartmental problems and conflicts

- Identifying departmental problems
- Problem-solving techniques
- Resolving interdepartmental conflict
- The positive side of the conflict
- Conflict and team performance
- Conflict management styles

### Unit 6: Efficient and effective organizational communication

- Effective organizational communication
- Choosing the right communication medium
- Information richness of different channels
- Eliminating communication overload
- Signs of inefficient communication