

TYPES OF DOWNWARD COMMUNICATION

WRITTEN

- INSTRUCTIONS
- MEMORANDA
- NOTICE
- POLICY STATEMENTS
- MANUALS/HANDBOOKS

ORAL

- INSTRUCTIONS
- SPEECHES
- MEETINGS
- TELEPHONE CALL



UPWARD COMMUNICATION

- Communication that flows from bottom to top i.e. from lower hierarchical level to higher level.
- It is mainly used to tell superiors what is happening at the lower levels
- It can flourish only in democratic organisations
- Example
feedback, suggestions, complaints, reports

LATERAL/HORIZONTAL COMMUNICATION





DIAGONAL/CROSSWISE

- It includes flow of information among persons at different levels who have no direct reporting relationships
- It is used to speed up information flow, improve understanding and coordinate efforts for achievement of organizational objectives

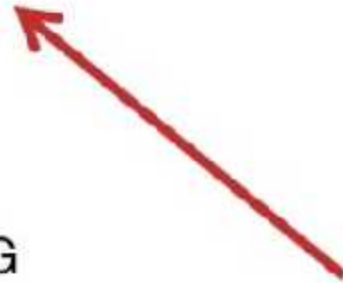
DIAGONAL/CROSSWISE

MARKETING
MANAGER

PRODUCTION
MANAGER

MARKETING
SUPERVISOR

PRODUCTION
SUPERVISOR





INWARD COMMUNICATION

- Includes all the information received by the organisation from external agencies like government, other organisations, suppliers, customers, competitors, media or shareholders
- It can be
 - Letters
 - Emails
 - Offers
 - Orders
 - Complaints
 - Notice
 - Suggestions
 - Requests



OUTWARD COMMUNICATION

- Communication which the organisation maintains with the outside world.
- It is a difficult task as interaction takes place between a large number of people belonging to various disciplines, with different personalities and expectations.
- This communication creates the image of a company in eyes of outside world thus it needs to be correct and




FORMS OF OUTWARD COMMUNICATION

- ADVERTISEMENTS
- MEDIA INTERACTION (PRESS NOTES, CONFERENCE)
- NEGOTIATIONS
- MAILS
- TENDERS
- TELEPHONE CALLS
- LETTERS

ORAL COMMUNICATION

- Anything that emanates from the mouth is referred to as oral communication
- The words used and the manner in which these words are pronounced forms the major component of oral communication



Supervisors –
25%

Executives – 65-
75%

Top Management
– 90%



METHODS OF ORAL COMMUNICATION

A. AMONG INDIVIDUALS

- Face to face conversation
- Interviews
- Telephonic conversation
- Grapevine



METHODS OF ORAL COMMUNICATION

B. AMONG GROUPS

- Negotiations
- Lecture
- Speech
- Meetings
- Conference
- Workshops



ORAL COMMUNICATION SKILLS

A manager should be able to converse or discuss persuasively, effectively and convincingly. Thus he must have following oral communication skills

- Help in problem solving
- Resolve conflict
- Influence people to work together
- Be assertive without being aggressive
- Develop listening skills
- Be an effective negotiator

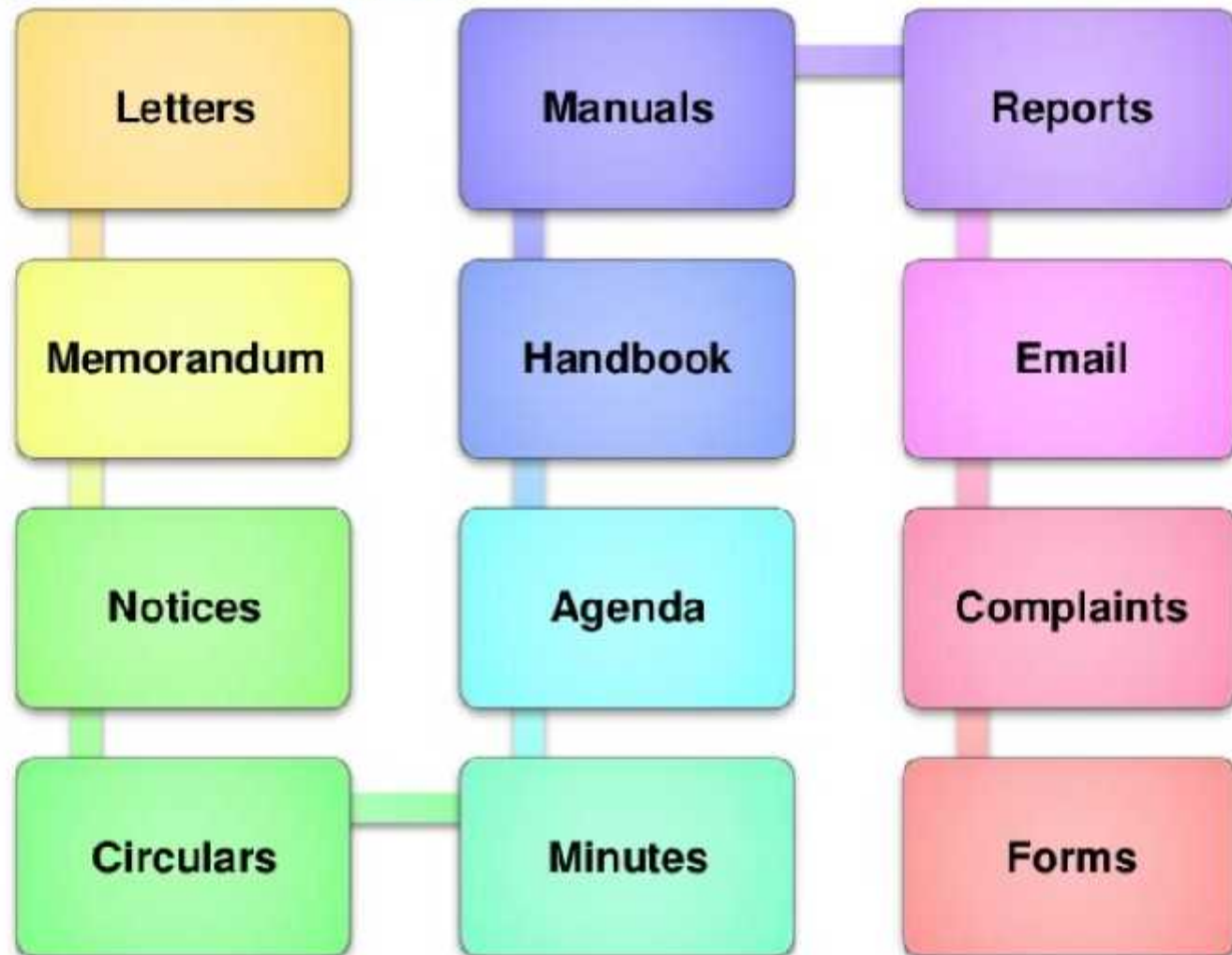


TIPS FOR EFFECTIVE ORAL COMMUNICATION

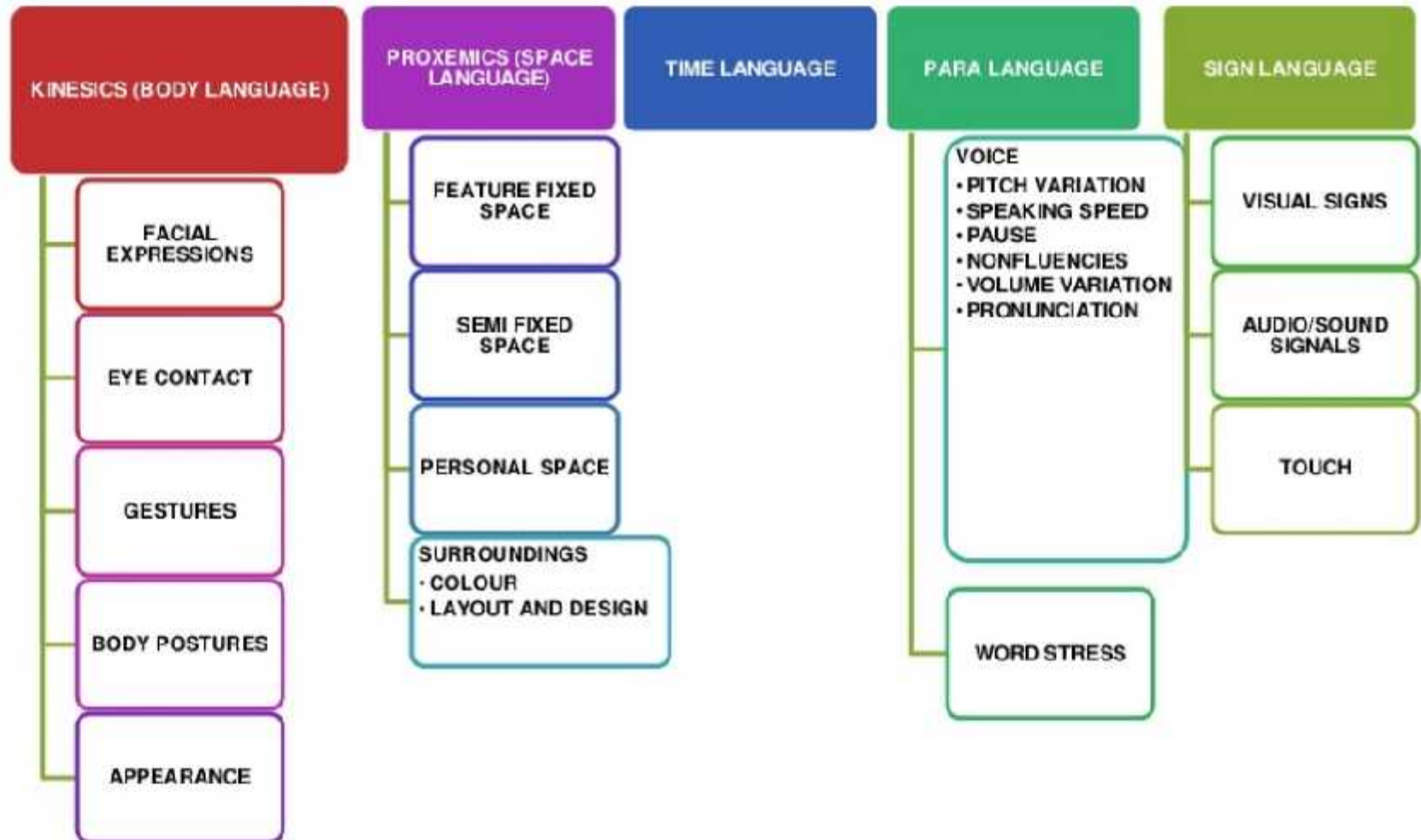
- Be confident
- Use simple language and familiar words
- Be brief and precise
- Avoid use of slang words
- Be sensitive and courteous to the listener
- Don't be repetitive
- Hear the other person too
- Maintain eye contact
- Exhibit positive gestures and body language

Avoid argument

METHODS OF WRITTEN COMMUNICATION



Classification of NON VERBAL COMMUNICATION





KINESICS

- Kinesics means body movements.
- Body language is a reflection of thoughts and feelings
- By nodding our head, blinking eyes, waving hands; we send out signals and messages which are louder than words.
- Our body consciously and unconsciously carries messages, attitudes and moods indicating warmth, indifference positive and negative feelings.



1. Facial expressions

- “The face is the index of heart”
- Whatever we feel deep within ourselves is at once reflected in our face making facial expressions an integral part of communication.
- The face and eyes are the most expressive means of body communication.



SMUG OR
VAIN



DOUBT OR
DISINTEREST



SURPRISED OR
AMAZED



FEAR OR
SHOCK



LOVE OR
DAYDREAM



PUNCH DRUNK



SUSPICION OR
FLIRTATION



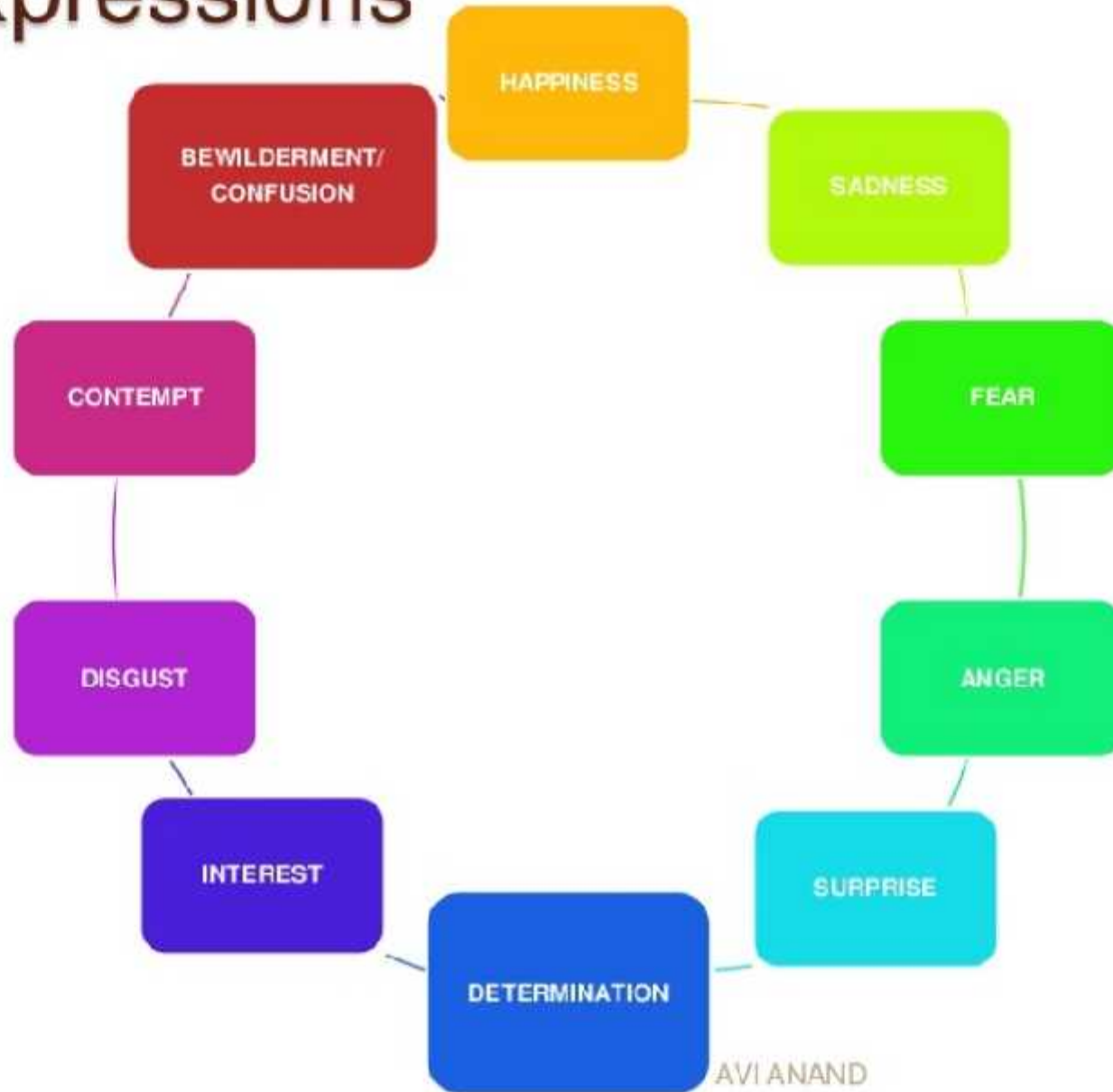
PAIN OR
STRAIN



MIXED EMOTIONS

DMV/30222

DALE LEATHER'S Facial Expressions





a) EMBLEMS

EMBLEM	MEANING
PATting THE STOMACH	HUNGRY/FULL
NODDING THE HEAD	YES/NO
PATting THE ADJACENT SEAT	SIT BESIDE ME
YAWNING	BORED/SLEEPY
PLACING FINGER ON LIPS	BE SILENT
SCRATCHING HEAD	FRUSTRATION/CONFUSED
WAVING	HELLO/BYE

B) Illustrators – it illustrates the words which a speaker is saying



EDWARD T.HALL – types of space

1. **FEATURE FIXED SPACE** – it refers to buildings and other fairly permanent structures, such as walls.

The manner in which buildings are laid out and the sequence of rooms and offices have a considerable influence on communication.

Evidence reveals that bigger the fixed place, higher will be the status of individuals in organization.



2. SEMI FIXED FEATURE SPACE – the arrangement of moveable objects, such as desk and chairs

The quality of furniture has considerable influence on the status of the individuals

1. VOICE

- Voice tells us about the background, education and temperament of a person.
- It is very important for every individual to have a clear and pleasant voice for communication.

PITCH VARIATION

SPEAKING
SPEED

PAUSE

NONFLUENCIES

VOLUME
VARIATION

PRONUNCIATION



1. VISUAL SIGNS

- “A picture is worth a thousand words”
- Visual signs are a universal language understood by anybody anywhere

PAINTINGS

POSTERS

MAPS AND
DIAGRAMS

LIGHTS

FLAGS

ASSESSMENT TIME

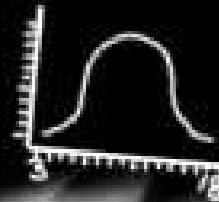
ICOSAHEDRON 

POP QUIZ FRIDAY -
POLITICS IN MEDIEVAL CHINA
(YOUR FIRST-HAND EXPERIENCES)



READING, WRITING & ROLEPLAYING

HOMEWORK
- ROLL UP A VICTORIAN
ERA CHARACTER
- ESSAY - "WHY ORCS
ARE MISUNDERSTOOD"



$D4 + D6 = D10$
 $D8 + D12 = D20$

1. MAKING GROUP
2. CHOOSE TOPICS





Roleplay
Ideas

- 3. DISCUSS TOPICS
- 4. ROLES



ROLE PLAYING

AKTIVITAS KOMUNIKASI ORGANISASI


1. PRAKTEKKAN KOMUNIKASI EFEKTIF
2. PRAKTEKKAN SEMUA ASPEK :
TIPE , TEKNIK, LEVEL, BARRIER
3. TUJUAN > MENCAPAI KEPUTUSAN MUFAKAT DALAM
PENYELESAIAN MASALAH/ KASUS
4. PERANKAN SEMUA TOKOH TERLIBAT KASUS / BIDANG
TERKAIT + MODERATOR

... AND
ACTION!



role
play

rules

The image features a light blue background. At the top, several black silhouettes of graduation caps (mortarboards) are scattered across the upper half. At the bottom, a row of black silhouettes shows graduates with their arms raised in celebration. In the center, the text 'WISUDA ABAL-ABAL' is written in a bold, black, sans-serif font.

**WISUDA
ABAL-ABAL**

Wisuda Ilegal, Rektor UT: Bukan Wisuda Mahasiswa Kami

MINGGU, 20 SEPTEMBER 2015 | 04:29 VMB



Para penyelenggara wisuda ilegal berfoto bersama di Pondok Cabe, Tangerang Selatan, Banten, 19 September 2015. Dalam sidak tersebut petugas menemukan ribuan peserta wisuda ilegal yang mendapatkan gelar S1 dan D3 dengan ijazah palsu tanpa harus mengikuti perkuliahan. TEMPO/Marifka Wahyu Hidayat

Aneh, Kampus Ini Terima 50 Mahasiswa dan Luluskan 500 Orang

SENIN, 28 SEPTEMBER 2015 | 04:04 WIB



Ketua Tim Evaluasi Kinerja Perguruan Tinggi Supriadi Rustad saat menggerebek wisuda mahasiswa perguruan tinggi di bawah Yayasan Aldiana Nusantara di Universitas Terbuka, Pondok Cabe, Tangerang Selatan. TEMPO/Ridian Eka Saputra

Kementerian Gerebek Wisuda Kampus Abal-abal di Pondok Cabe

SABTU, 19 SEPTEMBER 2015 | 17:47 WIB



Salah satu peserta menunjukkan surat ucapan selamat atas kelulusan dalam wisuda ilegal di Pondok Cabe, Tangerang Selatan, Banten, 19 September 2015. Dalam sidak tersebut petugas menemukan ribuan peserta wisuda ilegal yang mendapatkan gelar S1 dan D3 dengan ijazah palsu tanpa harus mengikuti perkuliahan. TEMPO/Marifka Wahyu Hidayat

Praktek Wisuda Abal-abal Beroperasi 3 Tahun, Ini Modusnya

SENIN, 21 SEPTEMBER 2015 | 09:45 WIB



Seorang wisudawan mengikuti acara wisuda ilegal di Pondok Cabe, Tangerang Selatan, Banten, 19 September 2015. TEMPO/Marifka Wahyu Hidayat.

Heboh Wisuda Digrebek: Mahasiswi Ini Malu Sebut Kampusnya

MINGGU, 20 SEPTEMBER 2015 | 19:37 WIB



Para peserta wisuda ilegal di Pondok Cabe, Tangerang Selatan, Banten, 19 September 2015. Dalam sidang tersebut petugas menemukan ribuan peserta wisuda ilegal yang mendapatkan gelar S1 dan D3 dengan ijazah palsu. TEMPO/Marifka Wahyu Hidayat



ON
THE
ROAD
TO

HAJJ



MINA TRAGEDY

TRAGEDI MINA, WNI Jemaah Haji Mandiri Ikut Jadi Korban

SENIN, 28 SEPTEMBER 2015 | 17:30 WIB



Petugas medis melakukan operasi penyelamatan kepada jemaah calon haji yang menjadi korban terinjak-injak saat berdesakan di jalan menuju tempat pelemparan jumroh di Mina, Arab Saudi, 24 September 2015. Kepala Daerah Kerja Mekah Arsyad Hidayat mengatakan satu orang jemaah Indonesia meninggal dalam musibah ini. Directorate of the Saudi Civil Defense agency via AP

Tragedi Mina, Kenapa Arab Saudi Terkesan Halangi Informasi

SENIN, 28 SEPTEMBER 2015 | 08:07 WIB



Menteri Agama Lukman Hakim Saifuddin blusukan di Mekah AlMukaromah, September 2015. Dok. Kemenag

Tragedi Mina, Tim Indonesia Diminta Lebih Teliti Cari Korban

SENIN, 28 SEPTEMBER 2015 | 12:54 WIB



Menteri Agama Lukman Hakim Saifuddin. TEMPO/Aditia Noviansyah

INSIDEN HAJI

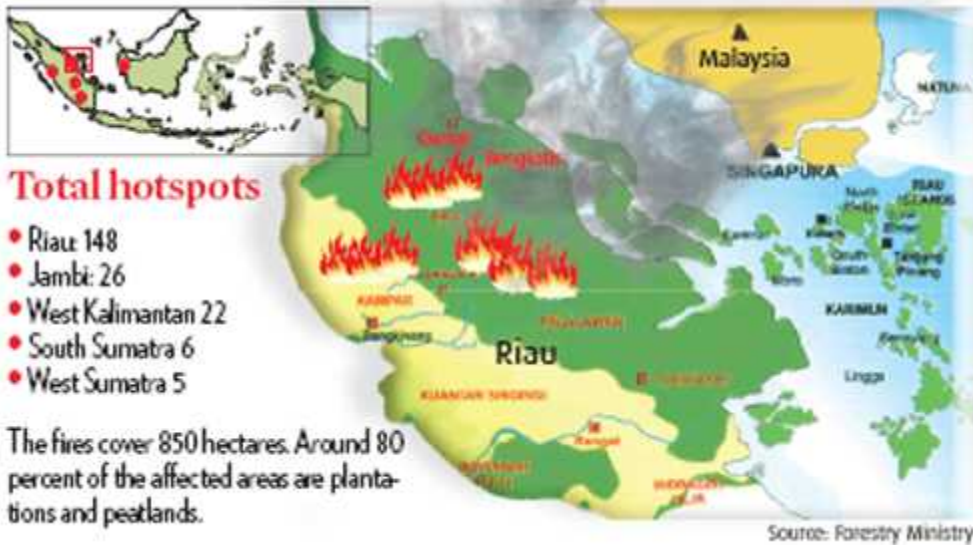
Tumbangnya crane proyek perluasan Masjidil Haram, Jumat lalu, bukanlah musibah pertama yang terjadi pada musim haji. Sejarah mencatat, beberapa kejadian fatal menewaskan ribuan anggota jemaah haji selama tiga dekade terakhir.

31 Juli 1987
Bentrokan terjadi antara pendemo Iran dan polisi Saudi. Sedikitnya 400 anggota jemaah meninggal dan ribuan lainnya terluka.



NASKAH: INDRI MAULIDAR | DAILY MAIL | BEC | ILUSTRASI: GRAPHIC NEWS | GRAFIS: UNAY SUNARDI

RIAU DARURAT ASAP





HEADLINE NEWS

EDITION TUESDAY, SEPTEMBER 22, 2015

Blowing Smoke and Stoking Fires

A frustrated Made Ali, deputy coordinator of the Riau Forest Rescuers Network (Jikalahari), in Pekanbaru, sent that text message to Environment and Forestry Minister, Siti Nurbaya Bakar on September 14...

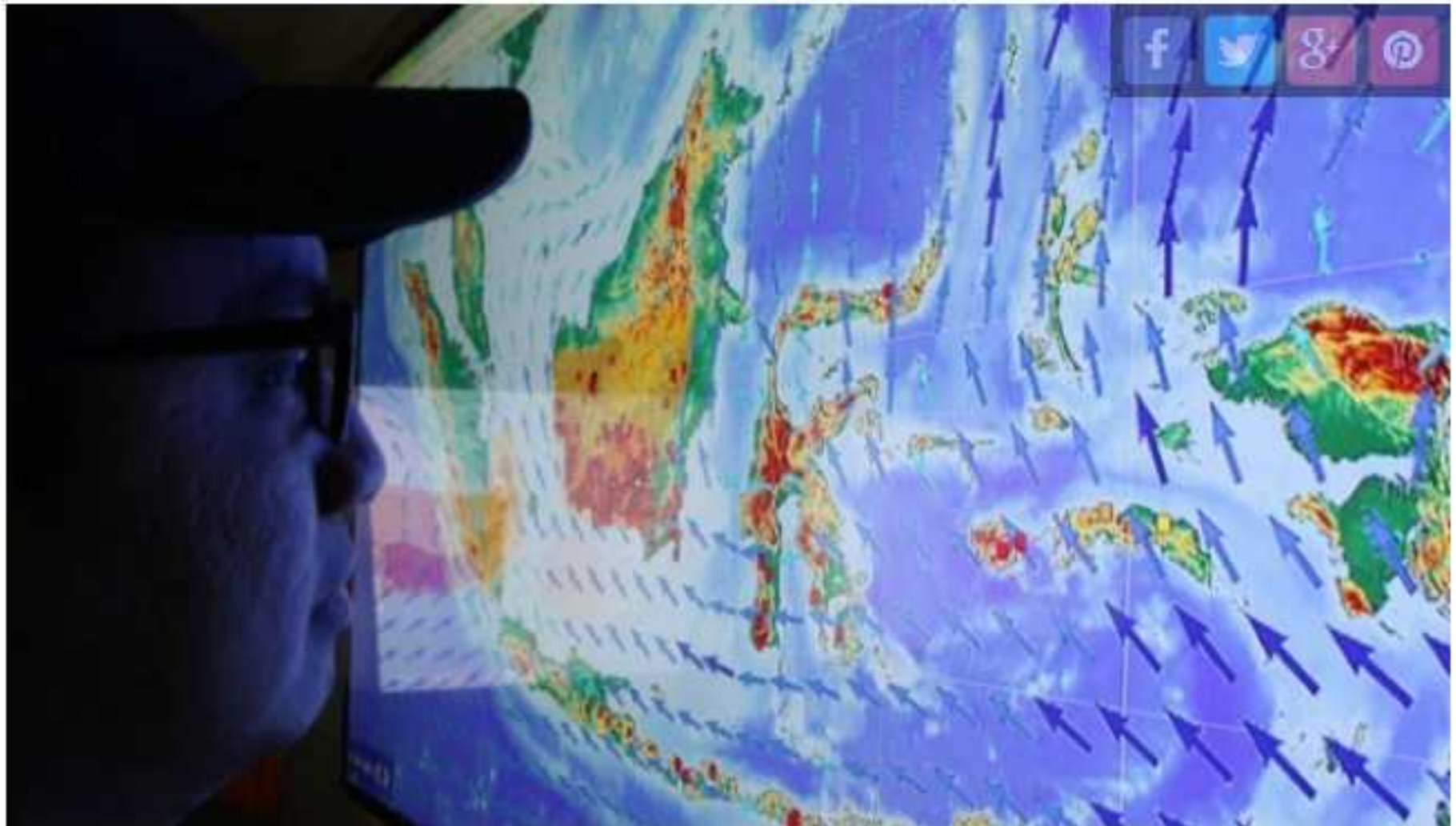
Culpable Corporations?

Giants Behind the Haze

Up in Smoke

Status Darurat Asap di Riau Diperpanjang

SENIN, 28 SEPTEMBER 2015 | 18:04 WIB



Titik api terlihat dalam layar pemantau di Posko Kebakaran Lahan dan Hutan di Manggala Wanabakti, Jakarta, 22 September 2015. Kabut asap akibat kebakaran hutan telah menurunkan kualitas udara dan mengganggu aktivitas warga Riau dan sekitarnya. TEMPO/Aditia Noviansyah

Kabut Asap, Jokowi Kunjungi Lahan Gambut di Banjarbaru

RABU, 23 SEPTEMBER 2015 | 15:52 WIB



Presiden Joko Widodo meninjau lokasi bekas kebakaran lahan di desa Guntung Damar, Banjarbaru, Kalimantan Selatan, 23 September 2015. Selain meninjau lokasi titik api (hotspot), Jokowi juga akan melaksanakan ibadah salat Idul Adha di Masjid Al Karomah Martapura. ANTARA/Herry Murdy Hermawan

Jokowi: Cabut Izin Perusahaan Pembakar Hutan

RABU, 23 SEPTEMBER 2015 | 15:20 WIB



Helikopter menumpahkan air untuk memadamkan kebakaran hutan di wilayah Siak, Riau, pada 24 Juni 2013. Pembakaran hutan menyebabkan asap menyelimuti Riau, Singapura, dan Malaysia. REUTERS/Fikih-Auli

Bergelut dengan Api dan Asap

KAMIS, 17 SEPTEMBER 2015 | 15:21 WIB

BERGELUT DENGAN API DAN ASAP

Badan Meteorologi dan Geofisika memperkirakan turunnya hujan di Riau dan Jambi baru terjadi pada bulan depan. Beberapa upaya telah dilakukan pemerintah. Berikut ini jumlah titik api yang melalap hutan dan lahan gambut.

**DAFTAR HITAM
PEMBAKAR HUTAN**



NABKAH: TIKA PRIMANDARI | MAHARDIKA BATRIA RADI |
ILUSTRASI: TEMPOVINDRA FAUCI | INFOGRAFIS: UNAY BIHARDI



PENGGUNAAN AIR
Air dicampur dengan amonia fosfat atau ion sulfat. Sumber air dari laut dan sungai dapat dipasok dari truk tangki.



MAFIA PAJAK



TERUNGKAP: Restoran Tempat Gayus Keluyuran Itu Adalah...

SELASA, 22 SEPTEMBER 2015 | 19:10 WIB



Seorang wartawan memperlihatkan foto terpidana pajak Gayus Halomoan Tambunan yang beredar di media sosial, Bandung, 21 September 2015. Setelah tersebarnya foto ini, Gayus sempat dimasukkan sel isolasi. ANTARA/Agus Bebeng

Gayus Keluyuran di Resto, Adakah Pengunjung yang Tahu?

SELASA, 22 SEPTEMBER 2015 | 20:06 WIB



Dua orang Pewarta Foto mengintip dari balik jendela jelang pemindahan terpidana mafia pajak, Gayus Tambunan di Lapas Sukamiskin, Bandung, 22 September 2015. TEMPO/Aditya Herlambang Putra

Terbukti Pelesiran, Kemenkumhan Perberat Hukuman Gayus

SELASA, 22 SEPTEMBER 2015 | 21:17 WIB



Foto terpidana pajak Gayus Halomoan Tambunan saat berada di sel isolasi Lapas Sukamiskin, Bandung, 21 September 2015.

Facebook.com/@Devan T Wyndantara

Habis Disebut Tolol, Gayus Tambunan Dikepung 40 CCTV, dan...

SELASA, 22 SEPTEMBER 2015 | 19:34 WIB



Petugas Sabhara Polda Jabar bersenjata lengkap memasuki lapas untuk melakukan pengawalan jelang pemindahan terpidana mafia pajak, Gayus Tambunan di Lapas Sukamiskin, Bandung, 22 September 2015. Gayus dipindahkan dari Lapas Klas 1A Sukamiskin Bandung ke Lapas Gunung Sindur, Bogor. TEMPO/Aditya Herlambang Putra