Communication problems.

The solution to communication problems. Do you consider yourself to be a good listener? How do you show other people you're listening to them? Problems and misunderstandings when people write e-mails to each other. What can you do to avoid these misunderstandings? What can you do to solve the problem when there's obviously a conflict?

Plan

- Definitions
- The solution to communication problems
- Problems and misunderstandings when people write e-mails to each other
- Conclusion

Definitions

- **Communication – the process by which people exchange information or express their thoughts and feelings**

- **Problem – a situation that causes difficulties, a question to be considered, solved, or answered**

How to solve

1) First, listen to the people involved or who have caused the communication problem in the first place

2) If the problems are quite vast and have deeply-rooted causes, you may want to secure the help of a neutral negotiator.

3) To maintain confidentiality, it is possible to use a tool such as a survey. People who might be scared to tell the truth

4) Choose to initiate group counseling or training. The point of this is to address the problem of the group, rather than focusing on just one person. The saying "united we stand, divided we fall" should become the motto of the group.

5) Do your research - perhaps the communication problem you are experiencing now has occurred before in the history of the organization. And perhaps someone knows the solution that could work now.

Conclusion

- To solve the problem when there's obviously a conflict it is best to talk about it face to face or on the phone, but it is for small dispute or misunderstandings. But if you know how to use it, e-mail can be an effective tool to avoid and even resolve conflicts.

- It takes out the visual information that can be particularly useful for multicultural team because you can avoid the misunderstandings that can be caused by different communication style and differences in things like body space or eye contact.

- Also, if a conflict already exist, they can't see if you're angry or frustrated, so you have more control over what you actually communicate. Secondly, you have the time to make your e-mail more rational and less emotional if you choose. You should count to ten when you're angry, and e-mail forces you to do that. Finally, it's basic but importance factor, you can't interrupt and you can't be interrupted.