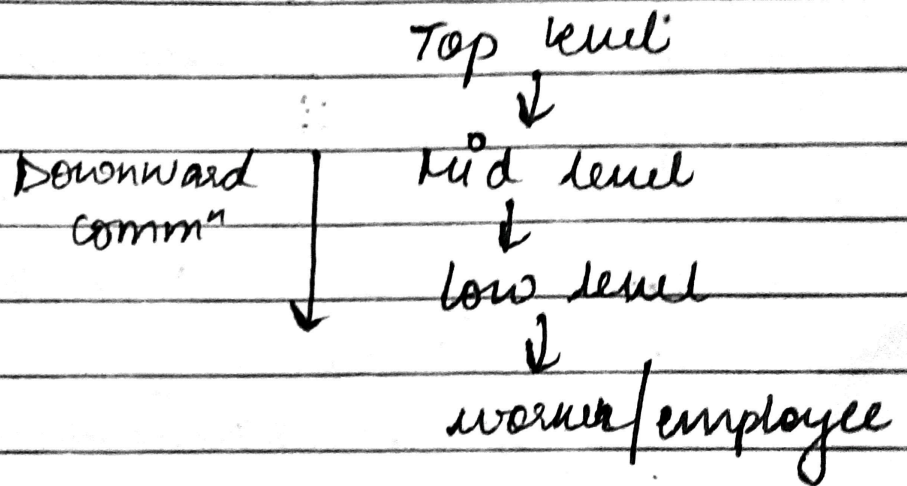


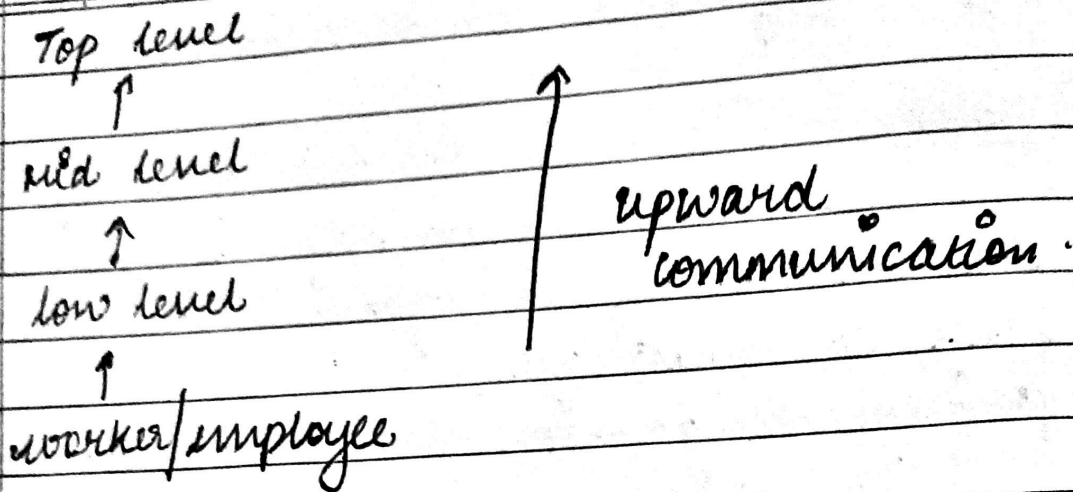
## Types of formal communication

- ① Downward comm<sup>n</sup> is the act of relaying important information in a company or organisation from higher levels to lower levels.  
higher designation to lower designation  
ex: Boss ordered his workers



- ② Upward comm<sup>n</sup> is the process by which lower level company employees can directly communicate with upper management to provide feedbacks, complaints or suggestions regarding the day-to-day operations of the company.  
lower designation to higher designation.

ex: worker requests to his boss



③ Vertical comm<sup>n</sup> is a comm<sup>n</sup> that flows both up and down the organisation.

It is the comm<sup>n</sup> that takes place b/w managers and their seniors and subordinates.

Vertical communication may involve any 2 persons, or it may flow through several different organisation levels.

④ Horizontal Comm<sup>n</sup> also called lateral comm<sup>n</sup> is the process practice of sharing information b/w employees, departments and units within the same level of an organisation.

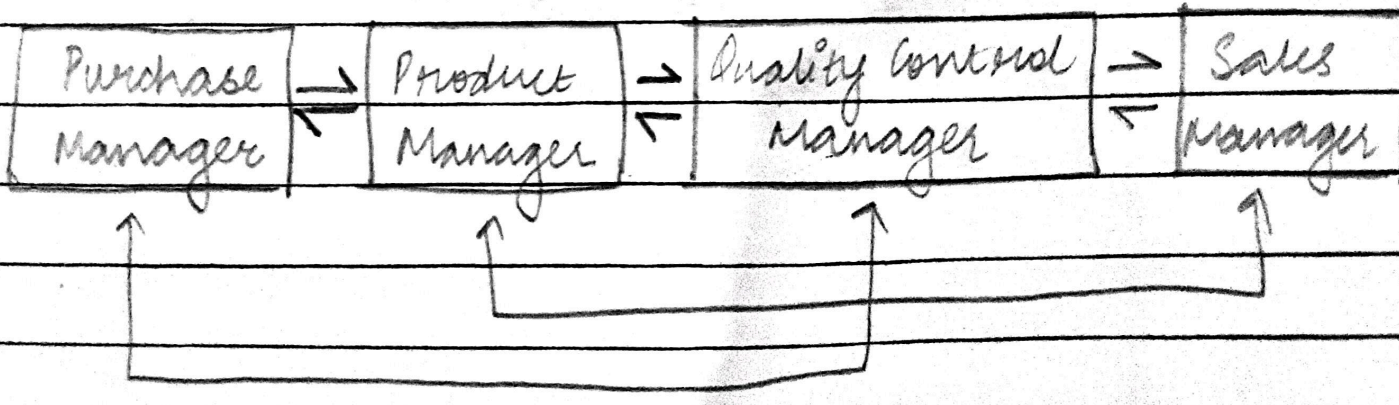
### Functions of Horizontal Comm<sup>n</sup>:

- It helps employees fulfil their socialisation needs.
- It helps employees and department coordinate their activities with one another.
- It helps others better understand individual and departmental responsibilities.
- It helps individuals solve their own problems before others have to become involved.

③ Diagonal Comm<sup>n</sup> takes place at different levels in hierarchy.

It occurs both ways, that is, from the upper level to low level and vice-versa. The path is mixture of vertical and horizontal movement.

### ↳ Horizontal Comm<sup>n</sup>



Date \_\_\_\_\_

## Types of Informal Communication

### ① Grapevine Comm<sup>n</sup> / Single strand chain

- The info. passed from one person to another in a single sequence.
- The first employee will communicate with the second employee who in turn will talk to the third person and so on.
- Here the person A talks to B who ~~talks~~ talks to C and to b and so on <sup>and</sup> this will create a chain.

### ② Gossip chain

- In gossip chain comm<sup>n</sup>, people communicate with each other in groups.
- One person may convey gossip or fact to people that cluster around him. This communication may be used for non job-oriented work.

### ③ Probability Chain

- Here, each employee tells another person the same message randomly.
- He does not adhere to specific rules and might share this info with anyone in the company.
- The law of probability is a vital factor in this type of communication as some people might come to know about the info whereas others might not have any inclination about it.

### ④ Cluster chain.

A cluster chain is a form of communication where one person may share the news with a specific group of persons.