Personal Ethics And Integrity In Workplace Communication

Introduction

Workplace communication is necessary to improve the productivity and operation of the company. By using the research articles , I have written an essay which shows that what all factors are essential to improve the communication skill. Improper communication has negative impact, so it is essential to identify key skill required for successful communication. In the following paragraphs, I discuss the three key points of personal ethics and integrity needed to develop credibility of the manager as a communicator.

Trustworthiness

One of the important factor which help to fabricate the reliability of a manager as a communicator [raconteur] include trustworthiness . Personal ethics and integrity can be describe as a behavior presenting high moral standards that control the depth of trust and may raise distrust at the nominal level. Openness, managerial competency, integrity, benevolence, personality of manager and history of interaction are the six enablers of trustworthiness (Bews & Rossouw 2002 , p. 378). Ability of the communication management to inform the employees sufficiently is an essential factor in the development of trust. Managers should make sure that they constantly and blatantly communicate with their subordinates. By doing this their juniors can do their job efficiently (Bews & Rossouw 2002 , p. 387) . Integrity[honesty] is required to sell and convey compensation [reimbursement], benefit plans, and programs. It has great significance in compensation and professionals, not only in established relationships, but also in employees, integrity tells the truth, establishes trusting relationships, stays true and inform peers and management through written or verbal reports. Bond between management and employees can be established by honest face to face communication , which help to built credibility and trust. The information transferred between management and employees should be accurate and verifiable. If there is trusting relationship between management and employees then only employees are ready to follow management’s messages (Larry T. Davidson, 2001) .

Benevolence

Benevolence is a facilitator to enhance the credibility of a manager as a communicator. Manager should concern about the work needs and individual need of their staff. They should give regular training programs and other facilities to execute their duties efficiently. During crisis and adverse situation managers should assist their employees through the implementation of employee assistance programs [EAP’s]. such programs will enhance the goodwill of the company and manager (Bews & Rossouw 2002 , p.387). There should be a constant balance between individual character and ambition and individual and shared ambition. Management and employees should be motivated to act based on their principles and values. Thereby increasing the credibility of a manager as a communicator.(Rampersad 2006, p.4.58)

Personality Factors

It also have impact on building the credibility of manager as a communicator in the workplace.

Manager should be kind ,sympathetic ,cooperative ,enthusiastic, friendly and broad-minded (Bews & Rossouw 2002 , p.387) . Management should give proper leadership and guidelines regarding the value of the organization. Making the employees more free to tell bad news and report violations to the management (Rampersad 2006 ,p.456) . The participation and dedication of management is necessary to develop satisfaction and trust among employees. (Rampersad 2006, p. 4.55).

Conclusion

Personal ethics and integrity is the key factor needed to improve communication skill. In the above paragraphs , I discussed that benevolence, trustworthiness and personal factors are key skills needed for good communication. By analyzing the articles, I understood that personal ethics and integrity is prime factor to develop reliability of the manager as a communicator.