

The Main Obstacles and Countermeasures of Administrative Communication in Enterprises

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Abstract

Administrative communication is an important blood in the process of enterprise management and an indispensable part of the enterprise management process. Dealing with administrative communication related issues in enterprises can not only enhance harmonious coexistence among employees, but also enhance work efficiency and lay an important foundation for the future development of the enterprise. This article will analyze the current obstacles, and the reasons for the obstacles, and provide relevant suggestions such as learning to empathize, achieving positive communication, strengthening employee cultivation, improving comprehensive quality, enhancing personal charm, and guiding the communication process to eliminate obstacles.

Keywords

Administrative Communication; Enterprise Management; Obstacle Elimination.

1. Obstacles to Administrative Communication in Enterprises

1.1. Subjective Barriers

1.1.1. Deviation in Language Comprehension

Everyone's language system is different, and the inclusivity of most enterprises determines that they will carry people from all over the country. Each region has its own dialect, and even if Mandarin is widely used, there will still be some dialects mixed in the communication process, which will create obstacles due to differences in speech between the two parties in the communication process. At the same time, there are various ways of conveying language, such as oral form, written form, body language, etc. The multiple combination of text and form also increases the difficulty of mutual understanding among communication subjects, forming certain subjective obstacles.

1.1.2. Significant Differences in Personal Qualities and Cognition

Employees in enterprises are not uniform, and everyone has a different growth process. For example, the educational qualifications of personnel can vary from junior high school, high school, undergraduate, and graduate students. Compared to each level of knowledge involved and the depth of perception of things, conflicts may arise due to different levels of contact with the outside world during communication. At the same time, the family environment is also of great significance in cultivating a person's communication ability. Sometimes, the communication ability of the employee can be seen from their communication with their family. Poor family environment can also affect communication and become a subjective obstacle to communication.

1.2. Objective Obstacles

1.2.1. The Invisible Impact of Enterprise Organizational Structure

At present, China's enterprise structure is gradually transitioning from a "pyramid" structure to a "flattened" structure, which has greatly reduced the corresponding communication impact. However, some enterprises still have multiple levels, and communication still has significant problems. If the organizational level design is reasonable, it will improve the effectiveness of administrative management; If there are too many levels of organization and scattered channels, it will bring about problems such as poor management, which will seriously affect the good progress of administrative communication [1].

1.2.2. Employees have a Strong Sense of Temporal and Spatial Distance

As the scale of the enterprise expands, it will create a strong sense of unfamiliarity between employees in terms of space and distance. Due to the continuous increase in time and distance, communication between the two parties cannot communicate face-to-face in a timely manner under office conditions and distance, which can cause interruptions in information exchange and affect work efficiency. At the same time, some external factors such as noisy environment, single voice, lack of body language, facial expressions and other auxiliary information can reduce the accuracy of information transmission and increase obstacles in the process of information transmission.

2. The Causes of Problems in Administrative Communication in Enterprises

2.1. Poor Communication Skills among Employees

Employees may have varying levels of cultural and quality education, lack of professional knowledge in communication, and lack of understanding of corporate administrative coordination and communication, which can affect the communication process. Some employees may also have personality flaws that lead to situations where they are hesitant or unwilling to speak. At the same time, for new employees who have just entered the company, they lack work experience or communication experience, and their acquisition of communication skills is relatively weak. Further exploration is needed for employees' communication methods.

2.2. Insufficient Training of Employees by Enterprises

The comprehensive quality and cognitive style of employees can be cultivated and corrected to a certain extent, which requires the company to spend a certain amount of manpower and financial resources on relevant training for employees, as well as to use a good corporate culture to cultivate them. However, enterprises do not attach enough importance to this work, and cannot provide reasonable training and training to employees. Without a solid foundation for communication, relying solely on employees' own communication skills can lead to a shift in thinking levels and communication errors.

2.3. The Deep Impact of Hierarchical Systems

The Chinese corporate spirit often has a sense of status gap, and communication with leaders often does not care about whether the suggestions are correct, only about whether they can make the leaders feel happy, thus blurring and self-transforming communication information, affecting the implementation of final decisions; For colleagues in the same position, they may not pay attention to or even directly reject their communication proposals due to lack of power restrictions, resulting in a disadvantage in communication. Under the influence of hierarchical systems, employees have completely different attitudes towards their leaders and colleagues,

making it difficult for them to equally listen to each person's suggestions, and communication is also full of obstacles.

2.4. There are Too Many Emotional Factors in Administrative Communication

The main object of communication is humans, and humans are high-level animals that combine rationality and sensibility. In the process of administrative communication, it is mainly an objective expression of events, but due to the influence of emotional factors, it often leads to disharmony in enterprise communication. For example, when communicating with close colleagues, you often listen to their opinions and convey information in a timely manner; For colleagues who have conflicts, they are unwilling to communicate with them, rather than conveying incorrect information. Excessive emotional thinking is not conducive to communication between departments, as well as communication between superiors and subordinates, which can have a certain impact on the development of the enterprise.

3. Suggestions for Eliminating Administrative Communication Barriers

3.1. Learn to Empathize and Achieve Positive Communication

In communication work, due to the differences in families, occasions, and backgrounds of both parties, it is necessary to pay more attention to their perspectives and demands during communication. As a communicator, one should learn to use the thinking mode of empathy and choose corresponding ways to express themselves in order to achieve effective communication [2]. As a manager, one should pay special attention to adjusting their mindset, whether it is criticizing subordinates or assigning work tasks, using empathy more, and choosing communication methods that the other party can understand and be willing to accept.

3.2. Strengthen Employee Cultivation and Improve Overall Quality

During the process of employee training, enterprises can increase training on communication skills and conduct periodic assessments on employees to promote their self-improvement. At the same time, the construction of corporate culture is also essential. Through the subtle influence of corporate culture on employees' thinking patterns and the promotion of harmonious coexistence among employees, multiple channels are utilized to increase employees' communication skills and improve communication effectiveness.

3.3. Enhance Personal Charm and Guide the Communication Process

Both parties of the communication subject are self thinking individuals. In administrative work, when faced with people who have previously had conflicts with their own work, or those who think their abilities are inferior to their own, and even those they dislike, everyone will develop a rebellious and resistant emotion, subjectively refusing to have any contact with the other party, resulting in communication barriers.

To solve such problems, it is necessary to enhance personal charm, relax mentality, be a generous person, and actively engage with others. If attention can be paid to enhancing personal charm in enterprise administrative communication, which can not only showcase one's personality, but also grasp the sense of propriety, it is easier to overcome subjective obstacles in administrative communication. At the same time, as a communication subject, in addition to emphasizing personal character, cultivation, temperament, personality, status, social relationships and other personal conditions, combined with appropriate tone, vocabulary, body movements, facial expressions, speaking timing and other external factors, can directly affect a person's charm, affect the degree and effectiveness of communication.

3.4. Standardize Language Expression and Express Correctly

Enterprise administrative communication is a highly formal and professional way of communication, therefore, language expression must be accurate, standardized, and appropriate to avoid ambiguity or unnecessary misunderstandings [3]. [3] When oral expression is unclear, you can choose to use written language to express yourself, and use multiple methods to convey correct ideas; Secondly, when describing an event, it is important to be realistic and objective in expressing it, capturing the key information of the event. It is important to express it succinctly and fully summarize the situation of the event, and not overly incorporate one's own subjective evaluation. It is most important to truly reflect the problem.

4. Conclusion

Enterprise administrative communication is an important blood in the process of enterprise management and an indispensable part of the enterprise management process. We should constantly explore and learn, based on the real situation in reality, identify obstacles in administrative communication, actively respond, and continuously improve the communication ability and development ability of the enterprise.

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