

Communication Audits

- Purpose:
- Communication Audit (CA) presents a complete analysis of an organization's internal and external communications designed to determine communication needs, policies, practices, and capabilities
- The results are used by management to make informed decisions about future communication needs and goals

Communication Audits

Dr Vincent Cassar, Dr Frank Bezzina

Communication Audits:

Handbook of Communication Audits for Organisations Owen Hargie, Dennis Tourish, 2000 This book could serve as the module text in organisational communication for final year undergraduates postgraduates It is also a complete handbook for those whose task it is to carry out an audit Assessing Organizational Communication Cal W. Downs, Allyson D. Adrian, 2004-05-26 Presented in clear accessible prose this guide offers a detailed framework for assessing communication processes within an organization and using the results to develop improved organizational strategies **Communication Audits** Cal W. Downs, 1988 **Auditing Organizational Communication** Owen Hargie, Dennis Tourish, 2009-03-19 Effective communication is vital for business success This core text in the field of organizational communication equips readers with the vital analytic tools required to measure and monitor their communications **Conducting a Communication Audit** Michael Strawser, 2022-08-29 Conducting a Communication Audit Promoting Organizational Effectiveness through Communication Efficiency equips readers with the knowledge and skillsets they need to conduct successful communication audits and in doing so help organizations overcome their communication issues The text teaches readers how to identify communication problems within organizations and then how to use this diagnostic information to enhance communication across the organization Opening chapters provide readers with context for communication in the organization as well as foundational determinations for beginning the audit process The material discusses the importance of performing communication audits the role of the communication consultant setting goals and determining a strategy and involving key stakeholders in the process Additional chapters walk readers through the steps involved in an audit including conducting a needs assessment collecting data analyzing data and communicating results Readers learn how to use audit results to create an internal communication strategy infuse communication audits into organizational culture and utilize results to inform organizational training Closing chapters address the nuances of communication audits in a digital world and clearly summarize key ideas from each chapter A dynamic practical and approachable handbook Conducting a Communication Audit is an ideal resource for courses and programs in communication business and organizational communication and behavior **Corporate Communications. Purpose and Audit Plans** Jade Shalala, 2020-08-31 Academic Paper from the year 2019 in the subject Business economics Corporate communication grade 70 language English abstract This paper covers all the essential basics of corporate communications including the relationship between corporate communications and corporate branding the evaluation of communication channels and a stakeholder analysis The purpose of corporate communications is to allow a company or organisation to communicate both profitably and effectively A company depends largely on its relations with its stakeholders clients community employees suppliers etc in order to realize its objectives Corporate communications is used to motivate and inform employees and stakeholders and is a tool used to persuade and lead customers It is there to provide public information be a press agency and create two ways asymmetric to

enhance the understanding of stakeholders Corporate communications is used as a tool for Public Relations as it involves constructing relations with consumers and responding to their inquiries The company s website email and social media presence allows customers to engage and the company can thus monitor and respond to stakeholder interactions All of these two way interactions must be done timeously in order to be effective and to reinforce the public image created by the company It is used to create channels between the different authority levels of a corporation which is essential for the success and growth of a business top managers need to be aware of every aspect of their company and lower staff are going to work harder if they feel their ideas and grievances are being heard Depending on how well a company communicates its vision and strategy with its resource holders determines the success of its efforts to influence context and reputation about the company and how it functions Therefore corporate communications is a key tool in allowing effective and timely distribution of information between the different staff levels of the company the general public and stakeholders

A Handbook of Corporate Communication and Public Relations Sandra Oliver,2004-04-22 A bold addition to existing literature this book provides an excellent overview of corporate communication Taking a refreshing interdisciplinary approach it is an essential reference offering in depth analysis and contemporary case studies

Communication Audits: Building World Class Communication Systems ,2004 Effective internal communication is a vital pre requisite for the functioning of all organisations Yet it is a commonplace that communication is poor in most Employees complain that they neither know nor understand corporate priorities while frustrated senior managers insist that they have invested a great deal of time in explaining them There is additional evidence that information transmission from the bottom to the top is also defective with employees and even managers fearing to articulate their true opinions to those further up the hierarchy Rosenfeld et al 1995 Thus senior managers often have a very limited understanding of the communication dynamics within their own organisation In our own research in this field we have frequently found that the people most surprised by audits which point to problems are the senior management team Hargie and Tourish 2000 The result can be a climate of mutual suspicion rather than trust with energies that should be focused on beating the competition squandered in internal struggles In this chapter we suggest that the key to building a world class communication system lies in managers having an accurate picture of how well they and everyone else are actually communicating In a nutshell we advance a twofold argument 1 All organisations need a focused communication strategy designed to build a world class system for sustaining internal communications 2 The first step in implementing the above is that current practice must be rigorously and honestly evaluated utilising communication audit techniques We then discuss in depth how audits can be implemented and the data collection options available While the main focus of this chapter is upon internal communications audits are also of importance for external communications and so we raise issues of relevance to the latter area as well

ECRM2015-Proceedings of the 14th European Conference on Research Methods 2015 Dr Vincent Cassar,Dr Frank

Bezzina,2015-06-01 Complete proceedings of the 14th European Conference on Research Methodology for Business and Management Studies Valletta Malta Published by Academic Conferences and Publishing International

The Communications Audit Anthony Booth,1988 Strategic Communication in Event Planning for Corporations, Nonprofits, and Individuals Sheri Dean Parmelee,Clark F. Greer,Tammy K. Brown,2025-08-25 A Practical Guide to Strategic Communication in Event Planning for Modern Organizations and Individuals Strategic Communication in Event Planning for Corporations Nonprofits and Individuals is a modern comprehensive guide to the full lifecycle of event planning from pre event analysis to post event evaluation With a focus on the strategic integration of communication this textbook equips readers to design and execute impactful events that align with organizational goals Its unique approach combines the latest research with practical applications emphasizing digital tools such as artificial intelligence AI to meet the demands of today s dynamic event industry Authored by experts with a combined 70 years of experience in event planning communication and finance the book addresses challenges unique to in house planning for businesses nonprofits and individuals It delves into budgeting promotions and logistics while providing step by step guidance for both new and seasoned planners Throughout the book real world case studies innovative insights and actionable strategies empower readers to create memorable and effective events Part of the trusted Wiley Event Management Series Strategic Communication in Event Planning for Corporations Nonprofits and Individuals Offers an inclusive framework for strategic communication that addresses every part of the event lifecycleProvides innovative approaches to promotions budgeting logistics and post event reporting Focuses on in house event planning to reduce external costs and improve organizational autonomyHighlights the integration of communication strategies with event objectives to ensure impactful outcomesIncludes instructor friendly resources and assignments that are ideal for academic settings Strategic Communication in Event Planning for Corporations Nonprofits and Individuals is an ideal textbook for undergraduate and graduate courses in event planning hospitality and communication and a valuable reference for professional event planners nonprofit organizers and consultants wanting to enhance their strategic communication skills

A Communication Audit Handbook Seymour Hamilton,1987

Communication Audit of a Health Care Organization Undergoing Change Teryluz Andreu-González,1999

Organizational Communication Phillip V. Lewis,1987 Communication and organizational behavior The nature of organizational communication Barriers to and cornerstones of organizational communication Managing organizational communication

An Analysis of Organizational Communication Audit Procedures Using Semantic Differential and Content Analysis Techniques Marilyn Dee Seemann-Jones,1982

Auditing Organizational Communication Systems Gerald M. Goldhaber,Donald P. Rogers,1979

Improving Communication in the Library Barbara Conroy,Barbara S. Jones,1986

Communication Audits and the Effects of Increased Information: a Follow-up Study ,2002 Communication audits have now featured in the literature for 50 years and many audit approaches have been evaluated However follow up studies designed to chart the actual impact that

an audit makes upon communication performance have not been reported Rather audits are typically presented as one shot events whose impact is not measured It is as if the audit is an end in itself rather than part of a process of measurement and performance improvement This paper is therefore timely since it employs a follow up audit to track the effects of an initial audit upon a major health care organization The findings do not support the view that the frequently expressed desire of staff for greater communication is a metamyth and that an increased flow of information simply produces a demand for more Rather and consistent with the precepts of Uncertainty Reduction Theory the provision of information reduced uncertainty and generated increased satisfaction with communication processes The results from this study also illustrate how the audit can play a useful role in an organization communication strategy

Organizational Communication Jane W. Gibson, Richard M. Hodgetts, 1986 Communication Audits Cal W. Downs, Allyson Downs Adrian, 1997

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