

GLOSSARY

Abdicate	Disown, turndown, reject etc.
Accomplishment	Something remarkable that has been done or achieved.
Afford	Able to spare enough money , time etc.
Alternative	Necessitating a choice between mutually exclusive possibilities.
Anger	Displeasure.
Authority	<ul style="list-style-type: none"> • People who have power to make decisions. • The power or right to give orders, make decisions, and enforce obedience.
Autocratic Leader	Also called authoritarian leadership style is exemplified when a leader dictates policies and procedures, decides what goals are to be achieved, and directs and controls all activities without any meaningful participation by the subordinates.
Barrier	A barrier is a physical structure which blocks.
Body language and tone	Maintaining body language as well as tone in an acceptable manner while communicating is one of the most important things to do in the workplace.
Budget	An estimate of income and expenditure for a set period time.
Channel	The means of transmitting information between a sender and receiver is one of the most important factors to affect the communication process.

Charisma	Charisma was used by Weber to describe one of three principal types of political authority. To Weber charisma was a personal quality of attraction and psychological power, capable of inspiring deep political loyalty in large numbers of people.
Cognitive Thinking	Thinking through mind.
Communication Gap	Communication Gap is when the meaning intended by the speaker or sender is not what is understood by the recipient.
Completeness	Effective communication transmits a complete message so that the receiver can understand the full meaning of the message.
Component	Part that it is made of.
Conciseness	Another important quality of effective communication is that the message should be concise.
Concreteness	Business communication becomes effective-when it excludes irrelevant facts.
Conflict	State of mind in which it is impossible to make a decision.
Consciously	State or quality of awareness.
Contingency	A chance, accident or possibility conditional on something uncertain.
Conversant	It means to be familiar by use or study.
Cooperation	Cooperation can usually be preserved when a new member is introduced.
Co-operative Society	An autonomous association of persons united voluntarily to meet their common economic, social and cultural needs.
Coordination	It is concerned with the objective of harmonizing the activities of the different departments of an enterprise in order to achieve the common goal.
Correctness	The effective communication contains only the correct messages.

Creative Thinking	Thought for inventing and making of new kinds of things.
Cultural Barriers	Modern business is conducted in a global community, whether it's the mix of staff in the workplace, or working with colleagues, suppliers, and retailers in other parts of the world.
Curb	A check or restraint on something.
Decentralization	Means assignment of certain functions to agent of central or state government in the field in order to lesser their worked and for better administration.
Decidere	To cut off.
Deconcentration	It means assignment of certain functions to agent of central or state government in the field in order to lesser their workload and for better administration.
Delegation	Delegation is the dispersal of authority by a superior to this subordinate to accomplish the assigned tasks.
Delegation	Delegation is the assignment or obligation of any responsibility or authority to another person to carry out specific activities.
Deliberately	Consciously and intentionally doing something
Democratic Leadership	Also known as participative leadership or shared leadership, is a type of leadership style in which members of the group take a more participative role in the decision-making process.
Description	A description of someone or something is an account which explains what they are or what they look like.
Determination	Quality shown by a person while doing a job.
Devolution	It is defined as transfer of power from higher to lower units of an administrative system.
Direction	It is concerned with issuing the orders and instructions to the subordinates.

Echelons	A level of worthiness, achievement or reputation.
Effective Listening	The communicator is also an effective listener.
Embassy	The official residence or offices of an ambassador.
Emotional Barriers	Self-confidence plays an enormous role in breaking down psychological barriers.
Emphasis	Extra or special importance that is given to an activity.
Evaluation	It is a systematic determination of a subject's merit, worth and significance using criteria governed by set of standards.
Executive	Senior level employee who makes decision in a business.
Exercising	Use or apply.
Expansion	Process of becoming greater in size, number or amount.
Experimentation	Analysis of a fact scientifically.
Expertise	Knowledge that is acquired by training study or practice.
Extrinsic Motivation	Extrinsic motivation refers to behaviour that is driven by external rewards such as money, fame, grades, and praise. This type of motivation arises from outside the individual.
Feedback	Effective communication always keeps the provisions of feedback.
Financial Duties	Handling cash/bank accounts, payment of bills, taxes, salaries etc., Employers investments, income-tax returns, making payments for insurance policies.
Fluctuated	Having unpredictable ups and downs.
Formulated	Set out in detail.
Frustrate	Make ineffective.

Functional Leadership	A leader who is expertise in one functional specialization department. It is a specific leader behaviors expected to contribute to organizational or unit effectiveness. This theory argues that the leader's main job is to see that whatever is necessary to group needs is to group effectiveness.
Functional Organization	A functional organization is a common type of organizational structure in which the organization is divided into smaller groups based on specialized functional areas, such as production, finance, or marketing.
Gender Barriers	Men and women are different, and while workplace relations between genders have improved astronomically over recent years, there are times when communications break down for one reason or another.
Grapevine Communication	Grapevine communication is a form of informal communication. It arises due to the co-existence of people.
Hidden Opportunities	Unseen favourable chance.
Hierarchy of Needs	Different types of things that people need, from the basic biological needs to safety, love and belonging, esteem, and finally to self-actualization.
Horizontal Communication	It is the transmission of information between people, divisions, departments or units within the same level of organizational hierarchy.
Household and social duties	The private secretary holds a residential post.
Ignoring	Fail to notice / ignorance is a state of being uninformed.
Implication	The effect that an action or decision will have on something else in the future. An example of a business implication is how a theory could affect the motivation process of an organization.

Incentive	Incentive is a motivating influence that makes a person to do something or work harder. An example of incentive is extra money offered to those employees who work extra hours on a project.
Indoctrinating	Indoctrinating refers to training the organizational members with the goals and mission of the organization can transform a neutral body into a committed body.
Influence	The power to make other people agree with your opinions.
Integrative Force	It is mainly concentrated about what, when, where and who to do the work.
Intellectual	Involving a person's ability to think and to understand ideas and information.
Interpersonal bBarriers	Poor self-esteem or an inability to make connections with others can prohibit us from actually communicating with our colleagues.
Intrinsic Motivation	Intrinsic motivation is when you do something because you enjoy it or find it interesting. This type of motivation originates inside the individual.
Laissez-faire Leadership	Leadership style in which leaders are hands-off and allow group members to make the decisions.
Language Barriers	Communicating with people whose native language is not English can pose problems.
Leader	The person who leads or commands a group, organization, or country.
Lethargic	Sluggish or apathetic.
Limiting Factor	Things which are preventing effective decision making.
Line and Staff Organization	Line function directs and staff function supports organization with specialized advisory and support functions. Authorities establish goals and directives that are then fulfilled by staff.

Line Organization	Superior delegates authority to another subordinate and so on, forming a line from the very top to the bottom of the organization structure.
Manager	A person responsible for controlling and administering a organization or group of people.
Mechanism	A system of parts working together in a machine.
Message	Message is a discrete unit of communication intended by the source for consumption by some recipient or group of recipients.
Mistrust	If there is mistrust between two employees or groups, communication gap emerges, because either of them does not either want to convey proper message or does not convey the message at all.
Motivation	Motivation is to have direction and an effort to achieve a goal.
Motive	A reason for doing something - that causes a person to act in certain way or do certain thing.
Mutual Interest	When communication considers the interest of both sender and receiver, it is treated as effective communication.
Need	Expressing necessity or a thing that is wanted or required. Needs would be goods or services that are required which include food, clothing, shelter and health care.
Nomos	It is a Greek word which means management.
Non-trading Organisation	Non-business entity, not for profit organisation, or non-profit institution.
Non-verbal Communication	It is between people is communication through sending and receiving wordless cues.
Objectives	A thing aimed at or sought, a goal.
Office Secretary	A person who is employed to do office work, such as typing letters, answering phone calls and arranging meetings.

Operational control	Authority to perform those functions of command.
Organizational Chart	An organizational chart is a diagram that outlines the internal structure of a company. An organizational chart is the most common visual depiction of how an organization is structured. It outlines the roles, responsibilities and relationships between individuals within an organization.
Organizational Structure	Organizational structure determines how information flows from level to level within the company. It identifies each job, its function and where it reports to within the organization. The structure is illustrated using an organizational chart.
Overlapping	A part of first thing which occupies the same area as a part of other thing.
Perceptual barriers	While physical barriers are easy to see, perceptual barriers are those you erect in your mind.
Perennially	Lasting for an indefinitely long time.
Personal Assistant	He is merely a routine worker and has to follow the dictation of his employer.
Persuasiveness	Persuasiveness is an important quality of effective communication.
Pervasive	Spread throughout or widespread.
Physical barriers	Open plan building designs are attractive as they allow colleagues to communicate quickly and efficiently.
Pioneering	Work done for the first time which has not done before.
Planning premises	Anticipated environment in which plans are expected to operate.
Policies	A course or principle of action adopted.
Policy Decision	Taken by top management.

Power	It is the possession of authority, control, or influence by which a person influences the actions of others, either by direct authority or by possession of some other means.
Predetermined	Its form or nature was decided by previous events.
Predicted	Expected.
Pre-disposition	The fact or condition of being predisposed.
Pre-thinking	Pre-thinking about the message is an important quality of effective communication.
Primary function	First and foremost function.
Procedures	An established or official way of doing something.
Programmed Decision	Routine and Repetitive action.
Programmes	A planned series of future events or performances.
Qualitative factors	Which can be felt (or) Opinion (Example) Good will or Happiness.
Quantitative factors	Which can be measured like wages paid.
Rationale	A statement of reasons or a reasoned exposition of principles.
Realistic	Facing facts, based on facts rather than ideals.
Reciprocity	Reciprocity refers to Mutuality among the employees working in the organisation.
Reliable	Consistently good in quality or performance.
Removing communication barriers	Some people are natural communicators while others have to work on their skills.
Resistance	The refusal to accept or comply with something.

Responsibility	Duties to be performed out of the job.
Restrain	Prevent from doing something.
Review	To look back once again.
Rules	One of a set of explicit.
Rumour	Information that may or may not be true which people discuss about widely.
Rumour	An unofficial interesting story or piece of news that might be true or invented, and quickly spreads from person to person.
“Scribae”	In the Old Roman Empire, the officer looking after secretarial duties.
“Secretarius”	Latin word Secretary.
Self Actualization	Self-actualization refers to the need for personal growth and development throughout one’s life. It is the highest level of Maslow’s hierarchy of needs.
Self Direction	The ability to regulate and adapt behaviour to the demands of a situation in order to achieve chosen goals.
Semantic	Semantic is used to describe things that deal with the meanings of words and sentences.
Sender	A person who sends or transmits a message, letter, email, etc.
Spontaneous	All of sudden without any preparation.
Strategic Decision	A mix of long term and short term planning.
Strategies	A plan of action designed to achieve a long term or overall aim.
Sub-plans	Plans which helps the main plan.
Supervision	Supervision refers to a cooperative relationship between the leader and one or more person to accomplish a particular job.

Timeliness	Usefulness of any message depends on its timely transmission.
Trade union	An organized association of workers in a trade group of trades.
Trait	A quality of behavior of a person like hard working, honest person etc.
Verbal Communication	The sharing of information between individuals by using speech.
Whims	An odd or capricious notion or desire or a sudden or freakish fancy.