

Communication Methods

Method	Advantages	Disadvantages
Telephone	<i>Verbal Permits questions and answers Convenient Two – way flow Immediate feedback</i>	<i>Less personal No record of conversation Message might be misunderstood Timing may be inconvenient May be impossible to terminate</i>
Face-to-face	<i>Visual Personal contact Can “show” and “explain” Can set the mood Immediate feedback</i>	<i>Timing may be inconvenient Requires spontaneous thinking May not be easy to terminate Power or status of one person may cause pressure</i>
Meetings	<i>Can use visuals Involves several minds at once Two-way flow</i>	<i>Time-consuming Time may be inconvenient One person may dominate the group</i>
Memorandum	<i>Brief Provides a record Can pre-think the message Can disseminate widely</i>	<i>No control over receiver Less personal One-way flow Delayed feedback</i>
Formal Report	<i>Complete; comprehensive Can organise material at writer’s leisure Can disseminate widely</i>	<i>Less personal May require considerable time in reading Language may not be understandable Expensive One-way flow Delayed feedback</i>
Teleconference	<i>Saves time for travel Visual Lessens impact of power/status Makes users be better prepared</i>	<i>Miss interpersonal contact Not good for initial brainstorming sessions Expensive</i>