

Types Of Formal Communication

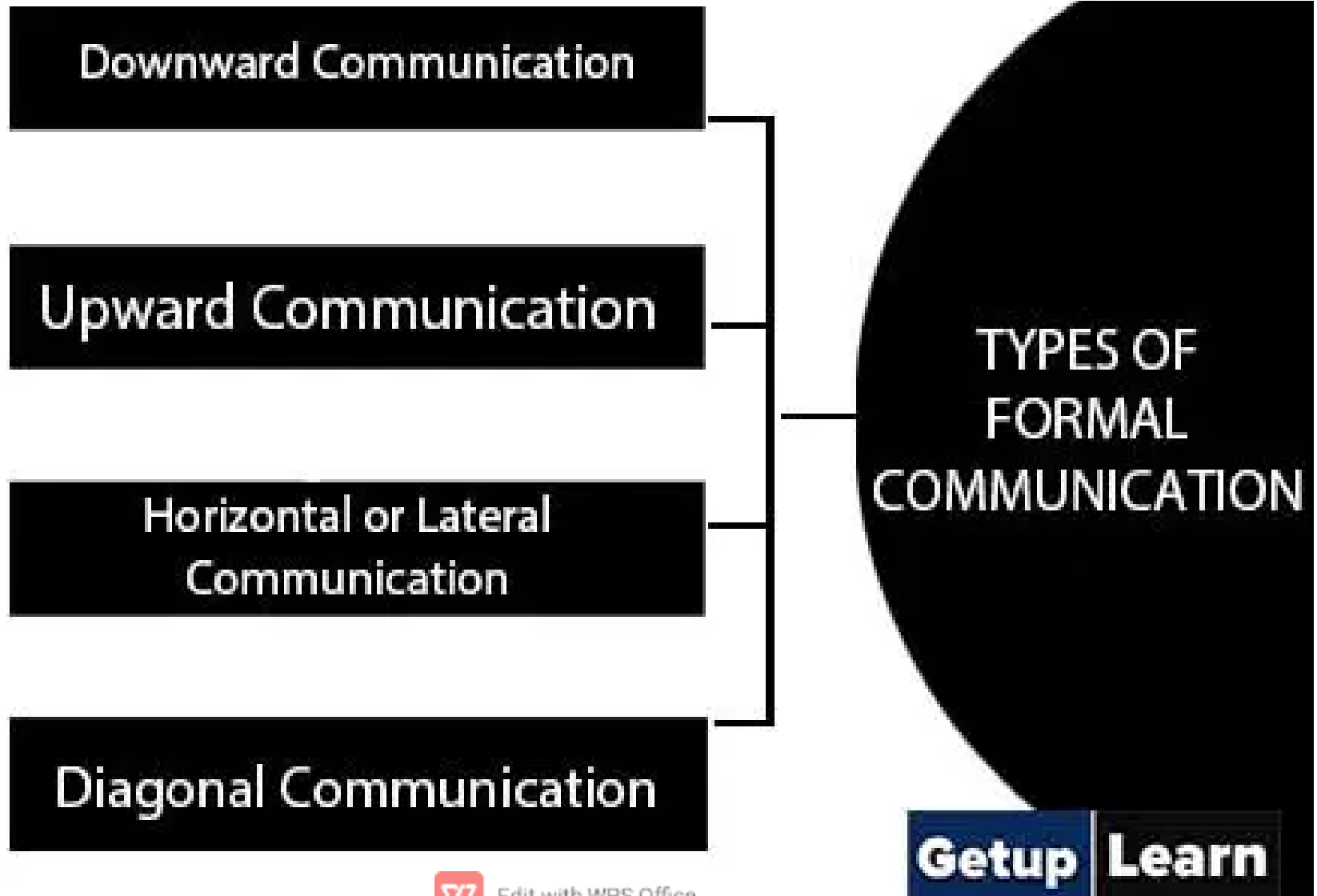
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What is Formal Communication?

When an organization communication occurs by following the prescribed or official or predetermined rules, policy and regulations of the organization are called formal communication. Formal communication is governed by the established chain of command.

It is used to communicate official information, such as orders, instructions, and other organisational information. It can be oral or written, but it is generally recorded and filed for future reference.

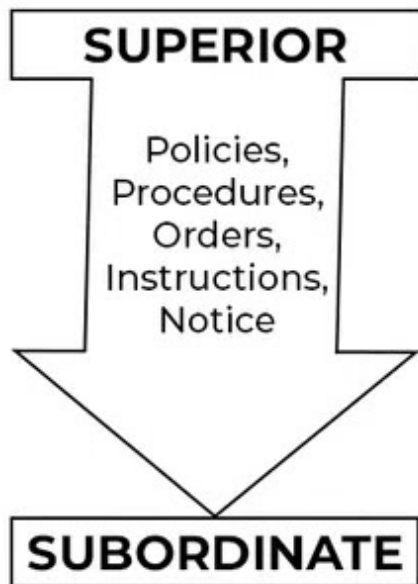
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1. Downward Communication

Downward Communication



Communication that flows from a higher level in an organization to a lower level is a downward communication. In other words, communication from superiors to subordinates in a chain of command is a downward communication. This communication flow is used by the managers to transmit work-related information to the employees at lower levels.

2. Upward Communication

The flow of information from a lower level (subordinates) to a higher level (superior) of an organisational hierarchy is known as upward communication.

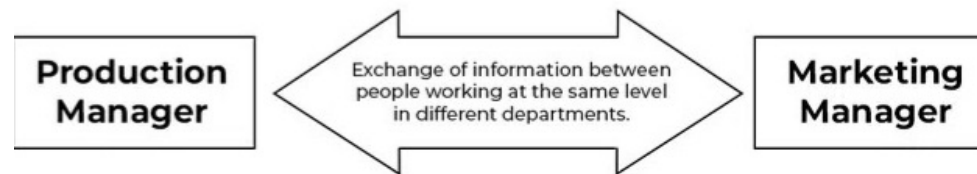
The main objective is to communicate reports, suggestions, complaints, grievances, progress reports, applications for grant of leave, etc., to the superior. The speed of upward communication is comparatively less than downward communication.

Upward Communication



3. Horizontal Communication or Lateral Communication

Horizontal Communication or Lateral Communication



The flow of information between people of different departments working at the same level in an organisation is known as Horizontal Communication.

The main aim of Horizontal Communication is to coordinate different activities of two or more departments. It also aims to resolve the interrelated problems between the departments. For example, a finance manager may discuss the promotional cost of new products with the marketing manager.

