

Communication channels – internal and external

Decide which of the two sentences below presents **internal communication** and **external communication**.

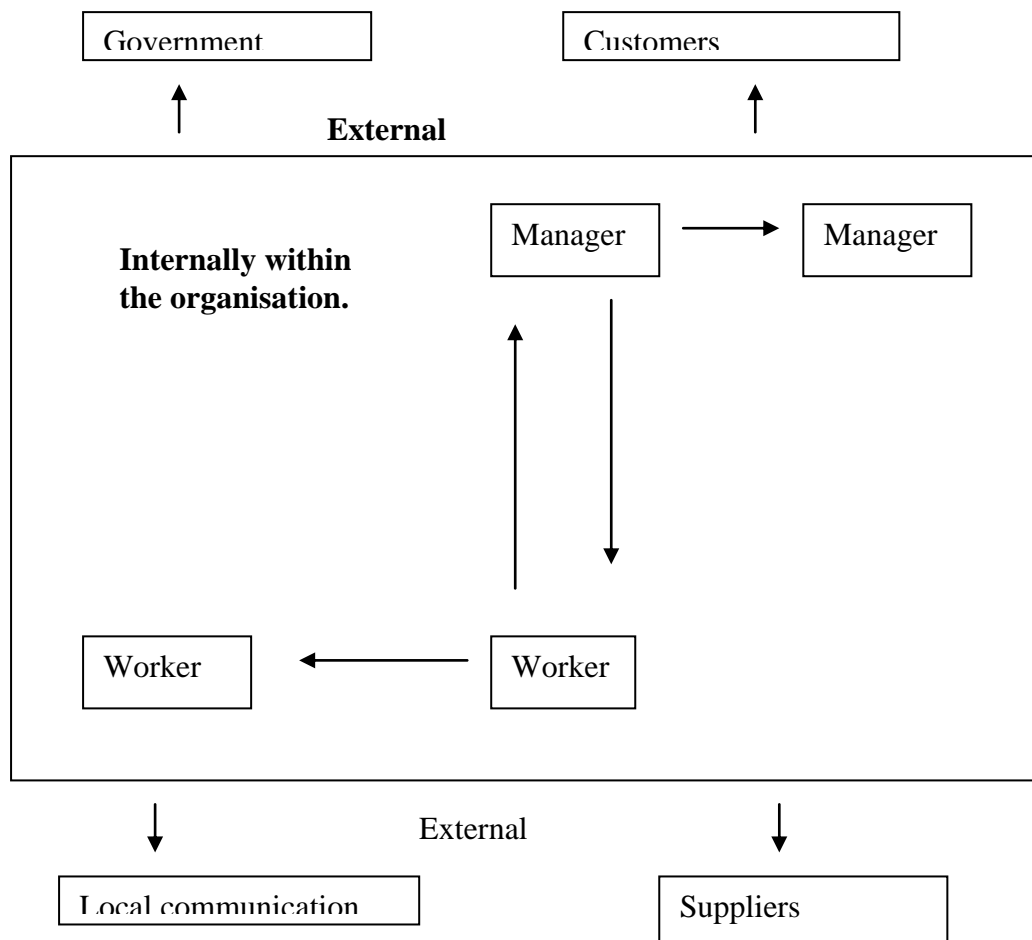
_____ takes place between people who work in the same organisation.

_____ takes place between one person in an organisation and someone outside that organisation

If a manager talks to workers it is an example of **downward vertical communication**. If a worker sends an email to his or her boss this is **upward vertical communication**.

Horizontal communication takes place when two people at the same level in the organisation structure communicate with each other.

- 1) Label the diagram (arrows) below using the bold writing from above.



- 2) Give some examples of the following types of communication that take place within Toyota.

<i>Types of communication</i>	<i>Explain, issues, possible solutions</i>
<i>Internal communication</i>	
<i>External communication</i>	
<i>Upward vertical communication</i>	
<i>Downward vertical communication</i>	
<i>Horizontal communication</i>	