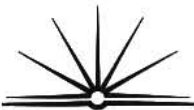




In the workshop communication is essential to understanding people, this occurs in written, verbal and non verbal ways.

It is very important to effectively use each type of communication system in a workshop environment. If these are effectively managed, monitored and controlled a workshop may reap the great rewards and gain better reputation in order to drive its successes and overall provide great service for customers.

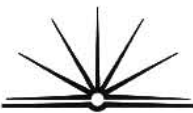
Communication is vital in a workshop. Whether it be hand written, typed or spoken it can affect the overall effectiveness of a workshop. Toyota Automotive Industries, provide training and development of communication in the workshop, employees are taught how to communicate effectively in a workshop and how this affects



the running of the workshop.

Written communication is a very sound way of communicating because it can not be misinterpreted, what ~~is~~ they see and what they must do. It can also be delivered in an instant through the use of email and the internet, and wireless technology, information and communication can be ~~delivered~~ more efficiently and a lot quicker, which ~~in turn~~ allows for quicker repair schedules and better customer service. Toyota assign each workshop with ^{multiple} a telephone, emails and wireless technology so that they may obtain and communicate effectively in a workshop and with other workshops anywhere around the globe, to obtain information.

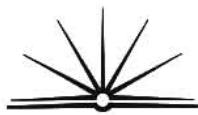
Not only is their written communication but also verbal communication. The importance of this type of



Communication is once again crucial in maintaining high standards in a workshop but with this positive must come a negative verbal communication can be misunderstood, hard to obtain and may be a lot slower than written. It is because it is straight to the point and it is exactly what you have to do.

Verbal communication also aids in dealing with customers. ~~10~~ eight times out of 10 it is easier to obtain information about a job or clerk from a customer verbally. This is because, the employer can employ the techniques of open and closed questions to obtain vital information for the job at hand. ~~so~~ examples of questions that may be asked are:

- Has this ever happened before?
closed question yes or No answer

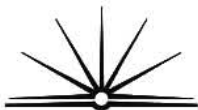


- What other information about the car can you give me about the problem? ~~closed~~ question allowing feedback from customer so that you might be able to analyze and evaluate ~~the~~ ~~advisors~~.

This is called active listening where you allow customers to give feedback and also allow ~~you~~ the customer to provide conclusions.

Non-verbal ways of communicating is also an effective strategy to use in a busy and noisy workshop, through hand signals, people working together can interpret what is meant by each hand signal. For example at Toyota when it is raining and teams are working together, hand signals like sloping the hand downwards could mean lower the lift. ~~the~~

But this also leads to ~~the~~ confusion where one person may think that one signal



is another and do an action that may harm or injure another person in the workshop.

It is crucial that ~~an~~ an automotive workshop has effective communication lines between its workers and other workshops around not only Australia but the world, and it is essential that these lines are used effectively and are monitored and controlled regularly.