

## Communication Styles & Their role in handling the mistakes of the employees at the scientific departments in King Abdul Aziz University (Ethnographic study for mistakes' nature, their reasons and how they can be handled through "Communication")

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**Abstract:** This study aimed at revealing the nature of mistakes committed by employees at the scientific departments in King Abdul Aziz University & identifying their reasons and the communication styles & skills that can be used to handle repeated mistakes.

To answer the previous questions I used the following scientific measures:

- 1- Study Methodology is determined to be the "Ethnographic Approach".
- 2- The study sample is: (5) heads of scientific departments, (20) employees working under their management. This is a very small sample due to the nature of the "Ethnographic Approach".
- 3- The interview tool is designed in a "form" that includes: asking about the nature of mistakes committed by employees at the scientific departments and the reasons that lead to more repeated mistakes . Also, it dealt with the methods of handling mistakes by using communication styles and skills. Direct observation for communication situations at the scientific departments is, also, used. Two colleagues assisted to observe the communication situations between the (employees) at the scientific departments on one hand and (Department head, faculty staff members, students) on the other hand.
- 4- Information & data are collected, classified and analyzed linking them so as to serve the study objectives. The questions of the scientific study are answered by the information obtained from the study tools and the findings of related studies and researches.

The study reached several findings. The following are the most important ones:

- 1- Several mistakes of employees are monitored such as: Malicious gossip among colleagues, trying to elude the entrusted tasks. Being ignorant of the administrative procedures. Lack of sense towards the problems of the beneficiaries (students). Isolation, absence, most of them are busy talking about sports or telling jokes or following parts of YouTube, Instagram and Snap Shat.
- 2- Mistakes are repeated due to several reasons some of which are related to the employee himself, some others are related to his colleagues, e.g. existence of old employees who prefer to exert minimum effort and this affects the new enthusiastic one. Some other reasons are related to the staff members (being overbearing). Some other reasons are related to the department head when he shows discrimination on dealing with his employees.
- 3- An employee may commit some mistakes to satisfy his own needs. He is a human being thus he needs to feel secure. He needs self-realization and estimation and to be respected. Thus it's necessary to employ communication to satisfy these needs.
- 4- There are several communication styles that are effective on handling the employees' mistakes such as: addressing the person who is faulty as a group. Reformulating (Me & You) to (We). Telling him the desired expectations in an indirect way. Listening to him well and giving him a chance to express his point of view. Using open ended questions & using sentences instead of questions at tension and conflict times.

*Key words: Communication, employee's mistakes and scientific departments.*