

## ***Remote Work and AI in Workplace Communication: Pros, Cons and Ethical Considerations***

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### **ABSTRACT**

*Workplace communication has evolved over the years due to several factors, including remote work and artificial intelligence. Therefore, organizations need to know how to harness the opportunities arising out of these changes and reduce the negative impacts. This paper examines the role of remote work and artificial intelligence in workplace communication. The paper is anchored on the human relations theory of management and systems theory. Using desk research method, this paper examines a few advantages, disadvantages and ethical considerations in remote work in relation to workplace communication. In addition, it examines some benefits, drawbacks, and ethical considerations in artificial intelligence in relation to workplace communication. Some recommendations include the need for organizations to continually train and retrain their employees, invest in the right digital tools and develop remote communication policies.*

**Keywords:** Artificial intelligence, human communication, organizational communication, remote work, workplace communication

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## INTRODUCTION

Workplace communication, or organizational communication as some may call it, has witnessed unprecedented changes in the last few years. The COVID-19 pandemic and the introduction of remote work, and the influx of artificial intelligence (AI) tools and machine learning (ML) are some reasons why workplace communication continues to evolve to adapt to changes in the 21st century. These factors have transformed not only the way organizations do business but also communicate.

Antonie (2023) observed that the utilization of artificial intelligence has been a key trend in the digital transformation for businesses, and that AI can offer effective solutions to make workplace communication better. In addition, a McKinsey & Company report shows that Generative AI has the potential to provide trillions of dollars in value to the global economy (Chui et al., 2023). Also, Twaalfhoven (2023) mentions that the advent of remote work, global collaborations, and international teams, as well as the requirement for employees to explain and pitch their ideas clearly and effectively, has had an impact on all aspects of a company, including sales enablement, customer support, leadership, and more.

Thus, it is evident that these two contemporary factors — remote work and artificial intelligence — have shaped workplace communication over the years. This paper posits that remote work and artificial intelligence have altered how humans communicate in the workplace.

## PROBLEM STATEMENT

The importance of communication in any organization cannot be overemphasized. Whitaker (2024) opined that internal communications have emerged as the backbone of businesses in our new normal of remote and hybrid employment. Thus, as workplace communication evolves, organizations must find ways to adapt and update themselves to harness opportunities and reduce impediments. Grossmann (2022) stated that company communications must now adapt to a mobile workforce that communicates mostly through their phones, necessitating snackable content and fast, targeted notifications that reach their intended audience.

This paper posits that organizations grapple with remote work and artificial intelligence in workplace communication without properly identifying and understanding their advantages/benefits and disadvantages/drawbacks. Therefore, this paper sought to examine the advantages and disadvantages of remote work and AI in the context of workplace communication.

## LITERATURE REVIEW

### *What is Communication?*

We cannot do without communication; it is at the heart of what we do as humans. According to Markovic and Salamzadeh (2018), communication is the process of generating, transferring, and interpreting ideas, facts, views, and feelings. It is a process that involves sharing information with two or more people. It is vital to note that because everything one does and does not do communicates, communication is at the heart of all human activity, and is the product of man's

connection with other humans (Shonubi & Akintaro, 2016). Zink (2017) noted that communication boosts employee motivation by informing and explaining the task at hand - how it is done and how to improve it if not up to par.

### ***What is Workplace Communication?***

Workplace communication is a form of communication within an organization. It transmits information from the sender to the receiver at work or in an organization. Markovic and Salamzadeh (2018) observed that management choices and policies must be conveyed to people who will use them to achieve the policy objectives. This will be accomplished through excellent communication both within and outside the organization. According to Zink (2017), effective communication is a critical component of successful organizations.

This paper suggests that workplace communication is integral to every business, regardless of size or industry. Without communication in the workplace, there would be no productivity and hence the bottom line of a business would be significantly affected. Whitaker (2024) noted that employees are more likely to be engaged, excited, and receptive when leaders prioritize internal communication. Furthermore, this is critical for sustaining a productive and engaged staff that contributes to the organization's success and growth.

### ***Evolution of Workplace Communication***

Workplace or organizational communication did not begin with digital technology tools like emails or instant messaging; instead, tools like bulletin boards, written memos, physical staff meetings, as well as other conventional forms of communication were utilized. According to Grossmann (2022), internal communication and corporate policies were still delivered on paper thirty years ago, but today's offices are entirely paperless, and communication is largely digital. Companies can now transmit almost unlimited communication to employees over the cloud, forever altering the frequency with which we connect with coworkers.

Workplace communication has evolved in different ways. Rogers (2021) observed that early smartphones were primarily aimed at businesses, bridging the gap between phones and personal digital assistants (PDAs), but they were heavy and had poor battery life. Nokia began producing phones with QWERTY keyboards in 1996, and by 2010, most Android phones were touchscreen-only.

It does not end there. Rogers (2021) further explained that email was introduced to the world through the World Wide Web in 1991, although it had been operational for years prior. The original users of the messaging platform were educational institutions and the military, who communicated via email. More than 3.8 billion people used email in 2018, accounting for more than half of the world's population.

Email has also played a significant role in workplace communication. IMPO (2018) stated that internal communication via email, which has long been the dominant mode of communication within organizations, is no longer feasible. Employees do not all have company email addresses, and employers have no means of knowing whether their employees read the emails they receive, even if they do. According to Spencer (2020), when lockdowns in

municipalities around the United States first prompted businesses to take their employees home early in the pandemic, video conferencing company Zoom reported a threefold increase in the number of daily meeting participants from 100 million in December 2019.

In addition, digital technology has led to new inventions that have changed communication in the workplace, such as virtual reality, machine learning, artificial intelligence, and others. Miller (2020) mentioned that aside from improving internal communications and increasing employee efficiency, machine-learning technologies can also improve the consumer experience. They enable one to provide customized and user-centric experiences across all touchpoints to one's target audience. From the preceding, it is evident that several factors have contributed to the evolution of workplace communication, such as telephones, email, virtual reality, remote work, artificial intelligence, and the like. However, these two contemporary factors — remote work and artificial intelligence — have altered how humans communicate in the workplace.

### ***Ethics in Workplace Communication***

Effective communication is critical to a successful team and organization. Organizational communication facilitates the dissemination of essential information to employees and fosters relationships characterized by trust and commitment (Plaza, Windon, & Robotham, 2022). Here are some characteristics of ethical communication in the workplace, according to Thompson (2020):

**Honesty:** It is the cornerstone of ethical communication; all other characteristics flow from it. The act of communicating a message clearly and truthfully is known as honesty.

**Transparency:** It is possible to tell the truth but not the complete truth, although partial communication is rarely considered ethical.

**Professionalism:** Ethical communication in business encompasses more than individual moral principles; it is an expression of professionalism.

**Consistency:** Consistency necessitates that the information provided to various parties be rational and compatible so that people are not confused by contradictory messages.

**Responsibility:** Communicating ethically means avoiding using ambiguous messages to protect oneself from accountability if the recipient misinterprets the message.

**Fairness:** Fairness, according to Thompson (2020), is communicating without judging or interrupting the other person and not assuming how they would reply.

### ***Human Communication***

Human communication is the transfer of information, thoughts, and ideas between humans through a medium. According to Mowlana (2018, p. 2), "Human communication is the relation between one human being and his or her perceived environment through some kind of messages in the form of signs, symbols and thought."

### ***Relationship Between Workplace Communication and Human Communication***

Communication is a key aspect of the human and, by extension, workplace experience. According to Shonubi and Akintaro (201), nothing can be accomplished in today's business world without good communication with employers, employees, clients, suppliers, and

customers. Most forms of communication that take place in the workplace involve people, making human interaction key in workplace communication. Human communication helps to facilitate workplace communication.

The effectiveness of human communication in an organization determines its success concerning its internal and external audiences. Markovic and Salamzadeh (2018) explained that managers should communicate their objectives with internal and external stakeholders. It enables organizations to encourage employees and suppliers to improve their behaviour, and managers to inspire staff and customer loyalty. Without effective human communication in the workplace, it would be impossible to achieve all of the above, as one of the qualities of a conducive and enabling workplace is where people can freely communicate, interact, and share valuable ideas. Shonubi and Akintaro (2016) noted that the importance of communication in all human organizations cannot be overstated; it is how people collaborate. Communication is the lifeblood of an organization.

It is essential to highlight the usefulness of effective communication in organizations. According to Ezell (2023), effective communication is more crucial than ever in the era of remote work. Despite having powerful digital tools at their disposal, many companies struggle with communicating remotely.

### ***Remote Work***

There is no doubt that the shift to remote working has altered how people communicate in the workplace. No matter the location, due to remote working, one can work for any organization of choice so long as one possesses the skills and experience needed. Before, most companies did not regard remote work highly because they thought all work must be done physically. However, COVID-19 changed their perception of remote working and made them realize that work can continue regardless of where people are located. Gonzales (2022) observed that due to the rapid shift to a hybrid work environment during the COVID-19 pandemic, IT infrastructure became increasingly essential. According to Thompson (2022), companies benefit from remote work; it reduces real estate and utility costs while allowing them to hire workers worldwide.

This brought up conversations about how best to communicate with people who are not physically present with one another and to ensure that they deliver on their tasks. Workplace communication, as we knew it before, has evolved into one that must take in the current realities of the world. These conversations led to what scholars and experts call 'remote communication'.

Remote work changed how organizations communicate, as people resorted to video communication tools as a substitute for not being physically present. We began to see video communication tools like Zoom, Webex, and Google Meet to communicate without being physically present. This has also changed what we once knew as formal or informal workplace communication.

In some cases, formal communication, such as boardroom meetings, is now online through video communication tools such as Zoom. Likewise, informal communication is now changing and taking place online through avenues such as unofficial WhatsApp groups used by employees to keep in touch. Remote working has changed the rules of workplace communication and has broken down the bureaucracies surrounding how communication takes place in organizations.

Remote work has brought new ways for organizations to communicate about work. This can be seen in communication applications like Slack, where co-workers and managers keep in touch. Likewise, project management applications like Trello help people communicate and collaborate on projects they are working on. So, remote working has led to remote communication.

### ***Remote Communication***

The abovementioned developments have changed how humans communicate in the workplace; some benefits and drawbacks for workplace communications will be discussed below. According to Ezell (2023), remote communication means using online tools to interact and collaborate with others. As more and more employees were obliged to work from home due to the pandemic, the number of people adopting remote communication solutions rose dramatically (Spencer, 2020).

There are two types of remote communication: asynchronous and synchronous. Asynchronous communication does not require all parties to interact simultaneously, while synchronous communication occurs in real-time (Ezell, 2023). Indeed (2023) mentioned 11 methods of remote team communication: collaborative software, instant messaging, email, video conferencing, meetings, call centres, project management tools, activity reports, visuals, recordings, and visual water coolers.

According to Radley (2021), there has never been a better moment to reassess one's workplace communication skills than now, as remote and hybrid working patterns require new modes of communication. Ensuring every employee has the required skills to communicate effectively within their team, HR department, and leadership team is the foundation of every successful business strategy.

### ***Artificial Intelligence***

One question that may be asked in today's workplace is why one should have a personal assistant when one can have a "smart assistant." However, it is impossible to replace a personal assistant with a "smart assistant" because, for starters, the way you would communicate with both of them would be different. In addition, a "smart assistant" cannot replace all a personal assistant can do; it can only corroborate what a personal assistant does.

Copeland (2022) noted that artificial intelligence (AI) is the ability of a digital computer or computer-controlled robot to carry out tasks often associated with intelligent beings. Artificial intelligence has changed workplace communication in many ways. For instance, we now have functions in our emails that predict what we want to communicate and make suggestions through machine learning, a subset of artificial intelligence. Artificial intelligence analyzes the patterns of communication of individuals and eventually makes suggestions based on what it has learnt. Kanade (2022) explains that artificial intelligence (AI) utilizes various technologies to enable machines to sense, grasp, plan, act, and learn at human levels of intelligence.

According to Miller (2020), ML algorithms are used in advanced email services to improve user experience and eliminate spam messages. Spam email and promotional content are detected using machine learning technologies. Gmail, for example, divides emails before they get into

users' inboxes. It detects spam using a variety of machine-learning capabilities, such as text filtering, interaction, and client filtering.

Another way artificial intelligence has impacted workplace communication is through communication with "smart assistants" like Siri and Alexa. There is now a case where humans communicate with machines in the workplace to help them get some tasks done. There are also cases where artificial intelligence is helping humans communicate with other humans. This can be seen in interviews where machines screen out candidates based on keywords humans inputted in their resumes. We now have a collaboration between humans and machines in workplace communication. Another change AI brings to workplace communication is changing how organizations communicate with their customers. Now, bots communicate on companies' behalf after being trained on what to do and say. After appropriate training, the machine then begins to sound like humans.

AI also empowers employees to communicate in different languages using technology-enabled translation tools, which can play out in cases like customer service, interacting with team members or clients in other geographical locations, and so on. Miller (2020) also explained that machine learning can sift through mountains of resumes and candidate profiles and produce a list of qualified candidates for one. A chatbot handles the onboarding process when a candidate is recruited.

## **THEORETICAL FRAMEWORK**

### ***Human Relations Theory of Management***

This paper is anchored on the human relations theory of management. Robinson (2021) stated that Mayo's human relations motivation theory is a workplace motivation hypothesis that includes the Hawthorne Effect theory. The theory proposes that when employees are pleased, the organization is more productive and profitable. This is not to say that appropriate emoluments are not important. According to Gordon (2022), the human relations theory is a management theory that focuses on individual needs and the actions of individuals and groups within an organization. Therefore, this paper posits that companies must ensure that their communication is not done in isolation. They must involve the people to ensure proper communication and even motivate them to be more productive. Employees must understand that they are valuable, and workplace communication is key to making that happen.

### ***Systems Theory***

This paper is also anchored on the systems theory. According to Lai and Lin (2017), the systems theory aims to explain the dynamic interaction and interdependence between system components and organization–environment relationships. The structure and patterns of the relationships that emerge from interaction between components are used to create a system. Each system differs from the others due to these emerging patterns and interactions. In other words, unlike biological systems, social organizational components have their wills and goals. Mele, Pels, and Polese (2010) explained that the systems theory is a theoretical perspective that examines a phenomenon as a whole rather than as the sum of its constituent parts. Therefore, this theory helps explain how humans are integral to the workplace, and by extension, workplace communication. It explains how each body of the organizational system is essential to the

system as a whole.

## METHODOLOGY

This paper uses the desk research method to collect secondary data on this subject matter. It utilized available sources online to gain a better perspective on this area. The rationale for using the desk research methodology is its time and cost efficiency. In addition, it has helped the author understand the areas already covered in this domain. The data was analyzed and the findings presented below.

According to Owa (2023), desk research, also known as secondary research or documentary research, depends on data previously collected and published by other people. Some of those sources are magazines, newspapers, journals, public libraries, reports, websites, and so on. Likewise, Kedia (2024) highlighted that desk research gathers information from reliable sources like academic journals, websites, government reports, news stories, and market research reports that have already been peer-reviewed. In addition, Havryshko (2021) observed that secondary research involves searching, selecting, and reprocessing of information others have already collected.

In addition, some consider desk research an initial aspect of research to get preliminary information about a subject area. Vijayamohan (2021) noted that desk research is a type of market or product research where one gathers information from current sources at a desk (metaphorically speaking) to get initial ideas for a research topic. Kedia (2024) expressed that desk research can be of value at any project stage with its greatest potential at the beginning and at the end of a project.

## FINDINGS

### *Advantages of Remote Work in Workplace Communication*

**Communicating in Real-Time:** Digital technology tools used in remote communication like Slack, for example, allow for real-time communication between staff members rather than waiting until a certain time before receiving responses to their messages. For instance, a team member can get his or her manager's opinion on a project almost immediately through remote communication tools, promoting immediate feedback. Moffitt (2024) expressed that remote work has brought out the use of advanced communication platforms that take on the style of immediate in-person conversations.

**Communicating beyond Borders:** Remote work also helps members of an organization communicate beyond their physical limitations, regardless of where they are located in the world. Regarding remote work and communicating using advanced communication platforms, Moffitt (2024) noted that teams can seamlessly work together using features like version control and real-time collaboration.

**Decentralized Communication:** Communication is becoming more decentralized. Grossmann (2022) observed that because digital technology has generated new networks and workflows that have flattened the communications gap between management and employees,



the traditional top-down approach of corporate communication no longer works.

**Fewer Distractions:** There is the opportunity to have more focused work done through fewer distractions and unnecessary interruptions. Janza (2020) noted that remote work allows employees to avoid several distractions, including unimportant meetings, office gossip, informal phone calls, and interruptions from coworkers.

#### *Disadvantages of Remote Work in Workplace Communication*

**Lack of Interpersonal Communication:** Remote work leads to reduced interpersonal communication among staff members because most of them work in silos from their locations. The Chartered Management Institute (2014) noted that much of what we learn from coworkers in a physical working environment comes from observation. Remote colleagues, on the other hand, are not privy to such visual cues. As a result, managers must establish clear expectations and pay close attention to expressing organizational principles, goals, and culture, as well as daily messages and information. Marquez-Correa (2023) explained the importance of clear communication to organizations which include helping a team stay connected and allowing them to brainstorm, discuss ideas, and work on projects.

**Lack of Physical Community and Engagement:** When interpersonal communication amongst a group of people is lacking, building a thriving community in a workplace becomes difficult. Ritchie (2023) opined that building trust through in-person interactions, nonverbal cues, and spontaneous brainstorming can be challenging in a remote work environment. Larson, Vroman, and Makarius (2020) also observed that the extra time and effort required to locate information from peers is typically surprising to new remote workers. Even gaining answers to seemingly effortless issues might feel like a major challenge for a professional who works from home. Marquez-Correa (2023) opined that communication strategies must be put in place if teams cannot meet in person regularly; this is to help them connect and combat challenges such as feelings of isolation and disconnection. According to Janza (2020), one of the top reasons for depression and lack of productivity is isolation. In addition, Ritchie (2023) explained that people who thrive on social interaction may feel isolated and lonely when working remotely. Without face-to-face communication, forming strong relationships with coworkers might be difficult, leading to feelings of alienation from the team.

**Misinterpretation of Messages:** There is a high possibility of misinterpreting a message without proper context. Grossman (2022) opined that face-to-face communication allows for the dissemination of a message without a lot of speaking. People notice the tone, voice inflection, emotions, and body language in addition to hearing what is said. According to Marquez-Correa (2023), it is very easy for things to be lost in translation when people do not work together in person. For instance, people can take comments out of context, and the tone of voice may not be easy to read. Ritchie (2023) mentioned that remote work frequently requires written communication, which might lead to misunderstanding or misinterpretation, as remote workers may find it challenging to effectively express complicated concepts or resolve disagreements without the immediate clarification provided by in-person communication.

#### *Ethical Considerations in Workplace Communication in Relation to Remote Work*

How do organizations ensure ethical workplace communication when working remotely?

Here are some considerations to keep in mind:

**Clear Communication:** Clear communication is an essential aspect of remote work as it helps all parties save time, be productive, and connect better. According to Lafferty (2022), one of the most valuable qualities of people who have a strong work ethic is clear communication as they have the knowledge of engaging with their teammates, seniors, and junior work colleagues respectfully and professionally, amongst other qualities. They also understand the essence of keeping key stakeholders regularly updated about the progress of projects. In addition, Kazmi (2023) opined that remote workers should keep communication channels clear and open, promptly respond to messages, and share progress updates proactively.

**Open Communication:** Open communication is also crucial to effective remote work. Kazmi (2023) expressed that remote workers must keep their commitments, meet deadlines, and communicate openly with their teams and supervisors. They should know that flexibility is a privilege, not an excuse to avoid responsibilities.

**Staying Connected:** Staying connected when required is essential in remote communication, else there will be ineffective communication. Tanna (2020) observed that there is an urgent requirement for effective communication due to the nature of remote work and that it is important to regularly check in with colleagues.

#### ***Benefits of Artificial Intelligence in Workplace Communication***

**Efficiency in Communication:** Artificial intelligence aids efficiency in communication because, through AI, one can learn the communication patterns of a particular team member and replicate them for other situations. For instance, the process of an HR person of an organization communicating with new entrants can be automated through AI. This helps the organization to be more efficient in communication. Deng (2024) stated that AI can automate routine communication tasks, such as email answers, meeting scheduling, and calendar management, increasing efficiency and freeing up time for workers to work on more strategic projects. Faisal (2024) noted that AI-powered chatbots may answer employee inquiries swiftly and efficiently, resulting in shorter response times and higher efficiency.

**Highly Personalized Communication:** Artificial intelligence in the workplace helps businesses personalize their internal and external communication by learning more about their audience through data and machine learning. Deng (2024) explained that AI uses predictive analytics to anticipate employee communication needs and preferences, allowing businesses to proactively give relevant information and increase communication effectiveness.

**Reduction of Human Error and Communication Fatigue:** When repetitive communication tasks such as sending welcome emails to clients or customers are automated, fewer errors are likely to occur. Deng (2024) opined that consistency can be ensured across different communication channels using AI. Since there are set guidelines and tone, the possibility of inconsistencies or errors caused by human involvement is reduced.

#### ***Drawbacks of Artificial Intelligence in Workplace Communication***

**Lack of Data Security:** This is one of the major issues with AI in workplace

communication. Issues surrounding how data is transferred and used when using AI for communication remain longstanding. Faisal (2024) mentioned that businesses must prioritize ethical practices, transparency, and strong data security in order to responsibly leverage AI.

**Impersonation:** Because AI can predict and mimic human communication patterns, people might be deceived about who they are communicating with in cases where they think they are communicating with another human. Orebaugh (2024) explained that the two most common harmful uses of AI are voice cloning and deepfakes. Voice cloning, also known as audio deepfakes, is when someone's voice is replicated, while deepfakes are movies or photographs that digitally imitate a person.

**Lack of Privacy:** There is also the issue of privacy and human rights. How do we know privacy is ensured when dealing with artificial intelligence? Thomas (2024) opined that personal data is collected if someone experiments with an AI chatbot or an AI face filter online; however, where is the data going, and how is it used? Avinir (2024) noted that although AI can drive personalized experiences and customer insights, organizations must protect their data cautiously.

**Absence of Emotional Intelligence:** According to Deng (2024), AI cannot effectively comprehend and convey emotions, so such messages seem impersonal and lack empathy, especially in sensitive situations. Thomas (2024) said that excessive interaction with AI systems can reduce peer communication and social skills.

### *Ethical Considerations in Workplace Communication in Relation to Artificial Intelligence*

In an interview on artificial intelligence in the workplace through an ethical lens, Dr. Tae Wan Kim expressed that technological innovation helps to reevaluate what is considered “right.” In addition, the unusual combination of technology and ethics enables one to consider ethics robustly (Resendez, 2021).

How, then, do organizations ensure ethical workplace communication with artificial intelligence? Here are things to keep in mind:

**Transparency:** Transparency is essential when utilizing AI for workplace communication. Pearce (2024) observed the need to be clear with one’s audience when there is involvement of AI in workplace communication. This results in building trust and ensuring customers have an understanding of how their data is being used.

**Integrity:** Honesty is essential for effective workplace communication. When it comes to AI, Pearce (2024) highlighted the need to avoid creating content that is misleading or deceptive.

**Fair Communication:** The importance of keeping communication fair cannot be overstated. Ewing (2024) expressed that AI algorithms can cause biases because they learn from historical data, leading to the communication of stereotypes and / or discriminatory behaviours. There is also the question of algorithms and fairness. Dr. Tae Wan Kim observed that although there is increased study of the “fairness” algorithm, the field has not matured enough to answer the question of how the fairness algorithm can solve workplace discrimination (Resendez, 2021).

## **CONCLUSION**

This paper concludes that workplace communication has significantly changed due to several contemporary factors such as remote work and artificial intelligence. These two factors can be opportunities as well as impediments, so organizations must learn to harness these opportunities and reduce the impediments. The paper found that some benefits of remote workplace communication include communicating in real-time, communicating beyond borders, decentralized communication, and fewer distractions. On the other hand, the disadvantages include a lack of interpersonal communication, a lack of physical community, and misinterpretation of messages. The ethical considerations in this case include clear communication, open communication, and staying connected. In addition, some benefits of artificial intelligence in workplace communication are increased productivity in communication, highly personalized communication, and reduction of human error and communication fatigue. In contrast, its drawbacks include a lack of data security, impersonation, lack of privacy, and absence of emotional intelligence. Also, the ethical considerations here are transparency, integrity, and fair communication.

## **LIMITATIONS AND AREAS OF FEATURE RESEARCH**

A major limitation of this paper is the use of the desk research method, which produces limited data. However, this paper utilized multiple sources to ensure robust findings regarding this subject matter, and the researcher was able to review and synthesize the findings effectively.

Some areas for future research include factors outside of remote work and artificial intelligence that are shaping workplace communication today. This study focused on remote work and artificial intelligence; however, there are other factors that researchers can look into such as emotional intelligence, media convergence, digital transformation, and so much more. In addition, future researchers can explore, in a more profound manner, the evolving relationship between remote work and non-verbal communication in the workplace. This is crucial because a major missing link in remote work or remote communication is being able to assess the non-verbal cues that usually accompany physical communication while communicating online. This is missing in the online setting, especially through messaging using digital messaging tools. Finally, researchers can look deeper into artificial intelligence and study its different forms such as machine learning, generative AI, general AI, and self-aware AI, concerning workplace communication. This helps create a more robust conversation around this subject matter.

## **RECOMMENDATIONS**

This paper recommends the following:

- As workplace communication advances, organizations will need to continually train and re-train their team on the best workplace communication practices to take advantage of the emerging trends in this area. For instance, they can organize regular training for their team members. This will help them stay in tune with updates in areas like artificial intelligence and its numerous tools to improve communication and productivity.
- Many digital tools may be available; however, organizations must invest in the right

ones to be able to take advantage of them in order to make workplace communication more effective.

- As remote communication increases due to remote work, organizations will need to develop appropriate remote communication policies to ensure that everyone on the team is on the same page and working towards the same communication goals for the organization.
- Organizations also need to constantly update themselves on the latest workplace communication tools and practices that their team can imbibe to achieve their communication goals.
- Organizations' actions may go to waste if employees are unwilling to learn and improve. Therefore, organizations need to instill a growth mindset in their team members to ensure they regularly seek ways to improve communication. This can be done through talks, training, and encouragement.

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