

EFFECTIVE TEAM WORKING AND COMUNICATION

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What is communication?

The communication is how the message goes from a person, place or group to a different one.

In all communications it has a minimum a message, a recipient and one sender. Looks like very easy or simple but communication is really complex theme.

There is a lot of factors that can influence how the message goes from sender to recipient. It can include our emotions, communication medium, the cultural background or our position. The ambiguity is why good communication is extremely difficult, vague communication. In a combination of words and non- Typically verbal communication, the sender ' encodes the letter

In some way it is transmitted in example, for speech or writing, and it is decoded the recipient.

Communication is important in management because is the main point between the leader or boss with the others persons.

In order to direct others, we need to demonstrate good communication skills. Otherwise, a manager would lack credibility in pursuing his superiors ' goals and struggling to unite around their groups.

Managers who interact well will also be more likely to solve the problems quicker and better , which is a necessary ability to work well in an international environment where diversity is increasingly the norm.

Workers with an oral and written ability to communicate are more likely to be successful the path of business. Effective communication among managers and employees is required for a workplace that works well.

Best relationship with the employees.

Great managers understand a need for collaborations and collaborate across all levels of the organisation. Strong communication skills are mostly for breaking down barriers, promoting the positive environment which a company needs to grow. The commitment and devotion of

a average worker differs day by day. Intelligent managers accept that fact, but sometimes they can adjust their particular communication style to inspire a person to reach the desired outcome.

Higher Productivity

Whether or not they know it, managers are the linchpin of the success efforts of an organisation .

Managers have to express goals and priorities effectively so that every team of workers understands what to do or how the organisation is going to do them.

Simultaneously, every person in his team should understand his position and why it is so important his particular mission. If this argument cannot be made by the boss, workers will become complacent and less interested in their jobs.

Berlo's theory

The purest form of the communication method is Berlo's communication model. The acronym SMCR stands for Sender, Signal, Network, and Receiver. SMCR contact from Berlo Model illustrates the diverse elements that make up the simple structure of communication.

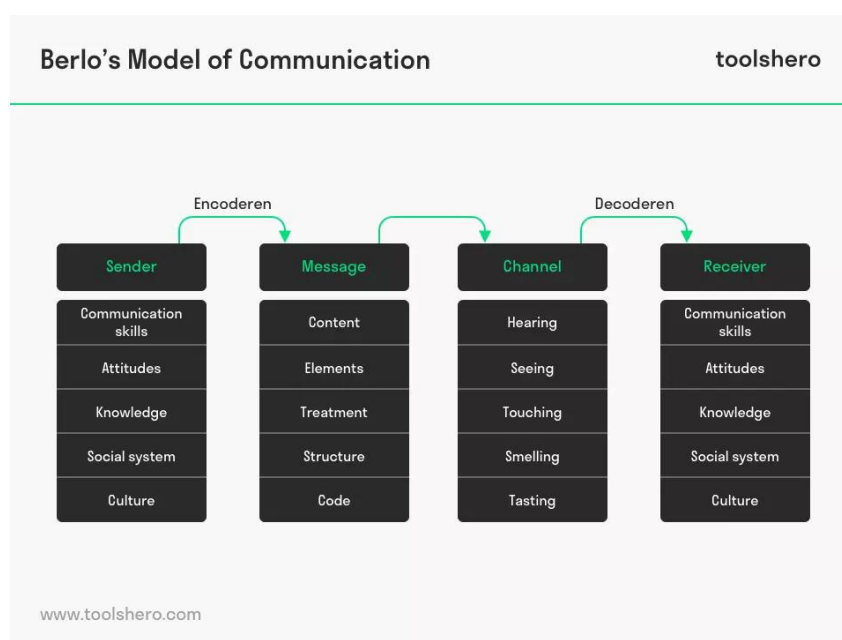
this communication approach sometimes promotes the encryption or decoding of messages which can be used for further better communication.

Aristotle wrote about the mechanism of contact as far back as ancient Greece. He defined three main aspects of all communication forms: the speaker, the subject and the person receiving the message.

He argued that the meaning of any particular message is ultimately determined by the listener. Like modern communication theories, Berlo's SMCR Communication Model describes four communication components.

In 1948, a mathematical model developed by Claude Shannon and Warren Weaver was published by the Bell System Technical Journal.

Originally this model was developed to improve technical communication, but after would be implemented in many other fields. David Berlo built on this linear communication model in 1960 and developed the communication model for SMCR. For information sciences, the sender-receiver paradigms is often used today. The communication model of Lasswell, for instance, consists of a specific structure.



Methods of communication

A sender speaks or writes the normal communication methods and listens or reads the recipient.

The majority of communication is verbal, with one individual talking and listening to the others. Nevertheless, several methods of communication will not include specifically spoken or written language

Nonverbal communication (language of the body) consists of attitudes, gestures and other self image elements that can be good means of delivering messages combined with face expressions (like laughing or scowling). A person's body can often talk even as it stays quiet. And often when people talk, they may say something different regarding their bodies than they articulate their words. A mixed message occurs when a message is conveyed by the words of an individual, while something else is expressed non-verbal. When technology such as e-mail has decreased nonverbal communication's importance, many institutional interaction still exists from head-to-head.

Every verbal message is coming with a nonverbal component. Receivers interpret messages across all definitions available. When nonverbal signals are simple, the messages will be strengthened. Nevertheless, if these verbal and nonverbal messages are contradictory, they cause confusion for the receiver.

Management actions are especially important as workers place more confidence about what managers are doing than they say. Unless acts are consistent with accountability, a feeling of mistrust can undermine the effectiveness of any possible social contact.

Verbal communication Skills

Because a large part of the day of a manager is occupied talking to other leaders and employees, communication and listening skills are crucial to success.

Of example, if a manager has to make promotional speeches, conduct interviews, conduct employee reviews, and hold press conferences, oral communication skills are used.

Managers generally tend to rely on oral communication because when speaking in person, communication appears to become more complete and comprehensive.

An individual may judge how another party responds in face-to-face encounters, get instant feedback, and respond to questions.

Overall, people think speaking face to face with a person is more trustworthy than speaking via messages. Direct contact enables non-verbal information not only to be communicated, but also to be observed.

Nevertheless, verbal communication has its disadvantages. Unless all participants interpret the same letter, it may be incompatible.

And while oral communication is useful to communicate other people's views and foster an intimacy that encourages people to communicate, it is a poor method that needs many specifics to implement a policy or provide guidance.

Written Communication Skills

Written information has several benefits. Firstly, it contains a record of history and follows a logical flow.

Second, written communication is a perfect way of sending the same messages to a significant number of people.

The major limitation in written communication is that the sender may not know whether or not the message is delivered, unless a response is required.

Sadly, writing skills are often difficult to build, and many people have trouble writing documents that are simple, succinct and concise. Trust it or not, for horribly written documents it requires money.

The need for feedback between the decoder and encoder

The feedback is very essential in any type of communication style because without a feedback we do not know if the person has received the message clearly.

The importance of effective communication

An effective communication is very important because without an effective communication what we are trying to transmit could be misunderstood by the person that we are trying to give the message. One day I was in the work and manager told me that I was not allowed to go to the toilet when I was really busy because the orders need to be delivered on time, due to his language background, he has a very strong accent so I did not understand well what he was trying to say so when I was busy I went to the toilet, the manager went mad with me and gave me a disciplinary feedback for bad behaviour, and I told him that it was not my fault, no one had told me anything about these restrictions, so we argued because of lack of effective communication between the manager and myself, if there was better communication this issue would never have happened.

Appropriate workplace communication is an essential part of the growth of an enterprise; it improves interactions within the corporation and with customers and increases employee satisfaction and a team's overall efficiency.

A good team can be built through truthful and efficient communication. You will become more optimistic about working when workers communicate between each other, consider other perspectives and evaluate their success. As a consequence, the powerful group they build allows the job to be truly fun, and they'll be willing to do well because their colleagues won't be disappointed.

Good communication helps the company grow, which comes hand in hand with your profession. This removes complexities and accelerates the decision process in order that programmes are completed smoothly.

Lack of communication jeopardises productivity and general work performance. When directions are not explicitly given, errors are guaranteed to happen. In the other hand, the need to explain and resolve any problems is removed by clear guidance.

You would obviously be much more dedicated to the organisation if you have an excellent communication link with managers. You'll feel very comfortable talking about any personal or business issues, and you will be more dedicated to the business.

Two people at work might believe they communicate effectively, but they confuse each other as they both have different communication styles. Operating with distinct personalities also needs good communication skills in order to reduce any organisational confrontation.

Effective communication extends far beyond speaking; communicating and interacting with others is more critical. You are more consistent with the business's priorities if the teams are committed and are even more motivated to succeed towards the set goals.

People are expected to disagree and views vary in any business environment. And what's the best way to overcome these issues? Communication is obvious!

If managers communicate properly with their staff, they can recognise amazing qualities. By doing so, they can tap into and improve those same skills, that will make a contribution to the overall business achievement.

How does communication work between management and employees

Managers play an important role in the institution's creation of good communication lines. Management roles involve planning, scheduling, hiring, managing and supervising activities in and outside the business like networking.

All these tasks involve contact, or work is not going to be implemented. You could achieve a far more secure, successful and fulfilling business environment by moving beyond to communicate better with workers.

Make sure you interact frequently with your employees and ensure that your techniques are not boring, particularly if you have young staff members.

Communication concepts involve regular meetings without taking place on a regular basis, needing face to face chats to your team members occasionally, requesting staff if they choose to receive updates via email or SMS notifications

Find ways to ask the team members for input. It also encourages a more collaborative partnership between employees and managers, it also helps workers feel like their thoughts are beneficial to the company. Managers are capable of gaining knowledge and designing systems that may be more productive and efficient. It also offers them an understanding of how certain workers are involved and inspired.

References

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(Vodvin, 2017) <https://www.alert-software.com/blog/how-to-improve-communication-between-managers-and-employees>

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MARIA and PEDRO

Pedro works on a building site and Maria is his wife.
One day Maria phoned Pedro.

'Hello, Pedro, when you're coming home, see if you can get me a chicken.'
'Okay,' replied Pedro.

When he got home, Pedro took off his boots and coat and went into the kitchen.
'Maria, where are you?' He said.

'Here - in the sitting room,' she said.

When Pedro went into the sitting room, Maria said, 'Where is the chicken?'
'What Chicken?' Asked Pedro.

The one I asked you to get on your way home.'

Oh, no! I thought you said when I come home I will see you in the kitchen!

Q: Why do you think Pedro misunderstood Maria?

Q: Whose Model of Communication explains this confusion and why?

Q: How could this have been prevented?

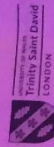
Q: Whose Model of Communication explains how it could have been avoided?

- Pedro misunderstood Maria because he works on a building site, it makes a lot of noise over there and he is always listening properly, so he didn't notice the message.

- the model of communication is ~~Shannon & Weaver~~ model, which didn't detect the message properly.

He should have said it again.

- the model of communication is ~~Shannon & Weaver~~ model and give a feedback, better communication the time.



1- the communication challenges are identified that coming from the employees come from cultural and ethnic differences, the higher is not their primary language and it takes a lot of time, sometimes they don't get the message.

2- Barry was not visible, needed to show the picture.

Why need support?

3- Barry should try to speak more slowly and try not to rush.

Agree.

→ Jane / Contact / Organiser

teacher's comments:

Need to work hard to revise the content from Module.

→ Basic understanding is there!

teacher's signature: *[Signature]*

Date: 11/11/2019

Reference: Essential Texts from the Module Outline Maund et. al. 2017 and Morgan 2017

The team are the management of a huge BMW dealership in London and the South East. (Pick another car brand if you do not like BMW)

The work force knows something is wrong and people have started informally to ask questions to management. Management have replied with "we are still BMW dealers as at the moment.... You must concentrate on your work in front of you".

The work force has key members who are taking days off without warning or due cause. BMW have given them a deadline by which they must cease activity as a main dealer.

Identify stakeholders (individuals and groups)

2. Create a communications strategy.
 3. Identify target groups,
 4. Identify goals or objectives,
 5. Describe a way of communicating with these groups to achieve your objectives
- Words and Messages, and Media.

6. Develop a briefing for each of these stakeholders groups, organised as if they were here in front of you, use as many people as possible and reach these groups.

Each group presents the main features of their communication strategy to the other groups present.

Partnership with Mercedes Benz
Hello Bing and the Chinese supplier will try
to an agreement to buy in within the earnings loss
your business may seem meaning the stock market
transition will be revolution life desirable and the
also selling out valuable. Here may be times I
don't and we don't understand the work market

Student Name: Joey Galde Student ID: _____
Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an assignment for the next session. You will need to include a scanned copy of this exercise in the form of an assignment for the next session. You will need to include a scanned copy of this exercise in the form of an assignment for the next session.

• **Follow the business email according to the instructions.**

Ex. 1. Read the following brief and write a business email according to the instructions.

You are the Director of Communications at your company and you would like a Supervisor, Mary December, to go on a training course in non-verbal communication because you have observed

- Tell Mary why you are writing
- Say what you have observed about her communication skills
- Tell her how you think this course would improve her skills and her relationship with her fellow workers

[illegible]

11/11/19

July 20

Debtors:

→ Name of Country

→ 3rd year

Lecturer's signature:

Date: 11/11/11 Page 11