

Effective Team Working and Communication

Lecturer: Khaza Ahmed

Student names: Vica-Cornelia Rosca (2111414), Nikola Bundova (2111813), Maricela Gheorghica (2109476), Ghafar Ahmed (2108356)

Module name: Effective Team Working and Communication (BMSW4002_BIRM)

DHL WORLDWIDE
EXPRESS



Vica- Cornelia Rosca (2111414)



Introduction will be made by Vica-Cornelia Rosca
(2111414)

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Benefits of effective communication in an organisation :

Buils an efficient team

Employees can work better and faster

Helps with solving problems

The costumers expectations will be satisfied.

Theory and Barriers in Communication

Types of communication models

1. Transmission model

2. Interaction model

The organization should use the theories relating to models of communication by first taking in consideration participants . There are a variety of participants and to keep them they should meet their expectations and pay them well. Participants are also receivers of messages from DHL therefore they should have an easy and easy to manage thing to be able to send their messages to the participants.

This will be presented by Vica- Cornelia Rosca (2111414)



Barriers in communication

1. Physical barriers
2. Emotional barriers
3. Language barriers
4. Physiological barriers
5. Poor information systems
6. Cultural barriers
7. Too much information to process
8. Poor listening skills
9. Distractions



Recommendation

- Should try using mostly in person communication so that there isn't any misunderstandings
- The team should be clear about each delivery so they don't make mistakes and lose customers.
- The drivers should have good communication skills with their team workers and customers



Maricela Gheorghica (2109476)



Communication channels used by DHL and recommandations

What are communication channels
used for?

Channels of communication help facilitate the flow of information throughout a company . Information that's regularly shared within a company may include:

- Company-wide policies and events
- Managerial communication
- Employee benefits information
- Status reports
- Customer orders and requests
- Team brainstorming



Communication channels used by DHL

- In person
- Documents
- Emails
- Instant messaging platforms
- Video conference
- Phone calls
- Social media



Conclusion

Presented by Maricela Gheorghica (2109476)

- Effective communication helps in solving various misunderstandings that take place in the workplace
- Effective communication helps in enhancing organizational performance



REFERENCE LIST

Barriers to effective communication

<https://www.makingbusinessmatter.co.uk/barriers-to-effective-communication/> -Darren A. Smith

Channels of communication

<https://www.indeed.com/career-advice/career-development/channels-of-communication> -by indeed editorial team

Teamwork evaluation	Team responses
Who was in your team?	Maricela Gheorghica (2109476) Vica-Cornelia Rosca (2111414) Nikola Bundova (2111813) Ghafar Ahmed (2108356)
What were the key strengths of your team?	We would definitely say communication and teamwork
What were the challenges that you overcame as a team?	research problems
What would you do differently if you worked as a team again?	Breaking down the questions to understand everything better and don't misunderstand each other
How would you rate your team working out of 10?	I would say a 8 as the teamwork was perfect between me (maricela gheorghica 2109476)and (vica-cornelia rosca 2111414) however the other 2 team members (nikola bundova 2111813) and (ghafar ahmed 2108356) didn't co-operate with us and was also a reason to why we were late with the presentation

