

BMSW4002

Effective Teamworking and Communication

Student Name: Bianca Barbu

Student ID: 2010784

Lecturer: Charles Oham

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Section 1- Introduction

Communication is the process of sharing information, ideas and opinion based on communication tools, channel, and media. Besides, it is the most effective way to build a supportive, collaborative, and positive relationship with others. Here, the report will complete 4 sections where section 1 is about MARIA and PEDRO case study and section 2 is about communication models e.g., Shannon and Weaver, Schramm (1954) communications model. Finally, in sections 3 are about communication skills an e.g., verbal, non-verbal and listening skill and the reports will also be referring to MARIA and PEDRO Case Study (Dumont et al, 2017).

An overview of MARIA and PEDRO Case Study

Maria and Pedro both are working on a building site and Maria is the wife of Pedro. One day Maria was phoned to Pedro for getting chicken from the market during Pedro entered the home. Then Pedro ensured his wife and told her that he will do but when Pedro reaches home firstly, he entered the kitchen room and search his wife. But his wife is in the sitting room and when Pedro comes in front of Maria, Maria asked him where the chicken is. Then Pedro was shocked and told his wife what chicken and then his wife told him that when you come home, you get chicken that I told you. Then Pedro said that he thought that he will go kitchen when he entered the home. This problem occurs for misunderstanding and bad communication but if Maria text Pedro the problem will not occur (Beer et al. 2015).

Section 2- Models of communication

2.1 Shannon and Weaver (1948) Models of communication

Shannon and Weaver (1948) Models of communication contain five core elements such as information source, channel, transmitter, receiver and destination. Fundamentally, the Shannon weaver models work when the sender encodes the message through an effective channel like telephone and telegraph and then the receiver takes the message. Here, the noises influence the communication flow between sender and receiver. According to the case study, MARIA and PEDRO need to consider following this communication model but due to enough noise and ineffective place, Pedro is not able to get the right message from Maria. That's why there held a big mistake between MARIA and PEDRO (Beer et al. 2015).

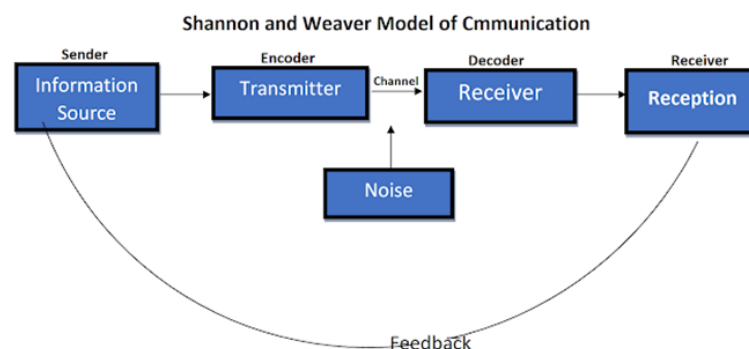


Figure: Shannon and Weaver (1948) Models of communication (Dumont et al, 2017).

2.2 Schramm (1954) Models of communication

Fundamentally, Schramm (1954) Models of communication is an approach that takes place between a receiver and a sender. Besides, there will be also a medium and a message through which the message can be conducted. Also, this communication model can be used to regulate how a message between two people works when they are replacing information, attitudes or ideas. For example, according to the case study, MARIA and PEDRO need to consider maintain this model properly in this situation because this model is so useful for sending the right message to the receiver. As Pedro works on the building site that's why if Maria message Pedro about the chicken, then he can check the message later and understand the message properly (Harney et al, 2021).

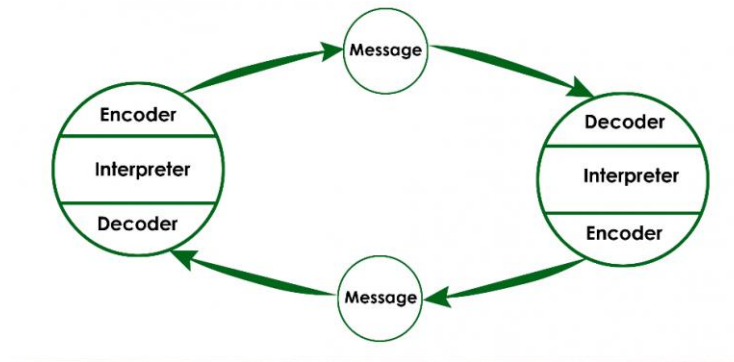


Figure: Schramm (1954) Models of communication (Dumont et al, 2017).

2.3 Berlo (1960/64) model of communication

Berlo (1960/64) model of communication includes four key components such as sender, message, channel, and receiver. Besides, this communication model has some core stages e.g., communication sources, encoding of the message, deliver the message, decode the message, and message to the receiver. For example, according to the case study, if MARIA can use this model properly then Pedro will understand the message effectively. Besides, Maria needs to use the right channel based on the situation because by using the right channel Pedro will understand the message in any challenging situation (Bal et al, 2013).

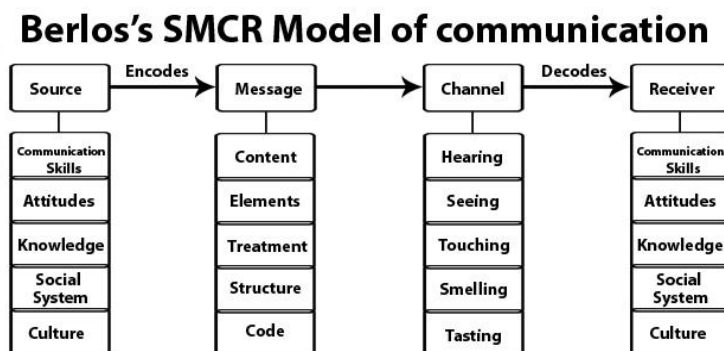


Figure: Berlo (1960/64) model of communication (Harney et al, 2021).

Section 3- Communication Skills

3.1 Verbal – both oral (spoken) and written, choice of words, tone, pitch [para-verbal]

Verbal communication is the category of oral communication wherein the communication is conducted through spoken words. According to verbal communication, the sender gives words to her/his thoughts, ideas, feelings, expressions, and opinions in the form of presentation, discussions, speeches, and deliberations. The key characteristics of verbal communications are mediums, sounds, words, language, and etiquette (Bal et al, 2013).



Figure: Verbal communication (Cheng et al, 2021).

The key advantages of verbal communication save time, quick in gaining feedback, complete understanding etc. According to the case study, MARIA and PEDRO communications are verbal communication because they make communication based on a phone call. But the problems occur because of ineffective verbal communication, if they use verbal communication properly, they will create effective communication (Den Hartog et al, 2013).

3.2 Non-verbal – body language, posture, gesture, tone, signals

Non-verbal communication is the type of non-vocal communication wherein the communication transfer through facial expressions, gestures, tone of voice, body language, eye contact, posture, and other ways. There have some benefits of non-verbal communication such as repetition, contradiction, substitution, complementing etc. (Caligiuri et al, 2020).

According to the case study, MARIA and PEDRO communications are verbal communication because they use phone call which is verbal communications. That's why, they can't make non-verbal communication but if they want to make non-verbal communication, they need to use body language, facial expressions, tone of voice etc. (Duggan et al, 2020).



Figure: Non-verbal communication (Cheng et al, 2021).

3.2 Listening – Active Listening – Empathetic Listening

Listening skills are the ability to accurately understand and receive messages in communication approaches. Besides, listening skills are the key and vital to all effective communication. Effective listening skills help to make effective communication as well as build a supportive relationship. There have some vital listening skills such as pay attention, provide feedback, defer judgement, respond appropriately, and active listening (Caligiuri et al, 2020).

According to the case study, Maria said to Pedro when he comes, he will get chicken but Pedro listens to it Kitchen due to a lack of listening skills. If Pedro has a listening skill, he can understand what his wife is said. As Pedro works on the building site, he cannot understand his wife language properly but if he can listen, it will so be easy for him to understand the right words (Atkinson et al, 2021).



Figure: Listening skills (Harney et al, 2021).

Tools and approaches that can link and support these skills

There have some core tools and approaches such as S.O.L.E.R and Kinesics which can link and support listening skills, verbal, and non-verbal skills (Cheng et al, 2021).

S.O.L.E.R

S.O.L.E.R is the way of active listening to the people which abbreviations are s for square up, o for use open posture, L for lean in slightly, e for eye contact, r for responding. S.O.L.E.R approaches support developing communication with the individual we are listening to. Besides, S.O.L.E.R is related to listening skills and it helps to hear any conversation actions and understands the language properly (Butterick et al, 2021).

S = *squarely face person*
O = *use open posture*
L = *lean toward the person*
E = *use eye contact*
R = *relax, keep it natural*

Figure: S.O.L.E.R (Di Pietro et al, 2021).

Proxemics / Kinesics

Fundamentally, kinesics communication is the communication based on body movement's e.g. facial expression, gestures, feelings and emotions. Besides, kinesics communication has linked with non-verbal communication because non-verbal communication is communication through body movements, gesture, facial expression, eye contact etc. Kinesics helps to develop body language and interaction quality and it also helps in learning facial expressions (Dumont et al, 2017).

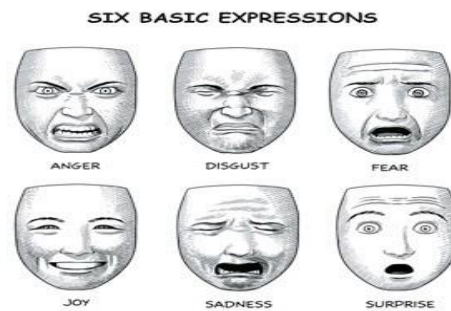


Figure: Kinesics (Beer et al. 2015).

Referring to MARIA and PEDRO Case Study

Why do you think Pedro misunderstood Maria?

According to the case study, I notice that Pedro misunderstood Maria because of their lack of communication skills. Besides, Pedro works on the building site which is a noisy place that's why when Maria said about chicken it was replaced by Kitchen. Besides, I also think that Pedro has a lack of listening skills that's why he doesn't understand the keywords. Also, I think that Maria uses a poor communication channel but if she uses a digital communication channel or tools like mail or text then the problems will not occur. So, all of the issues I think that due to lack of listening skills and poor communication tools Pedro misunderstood Maria (Bal et al, 2013).

Whose Model of Communication explains this confusion and why?

Shannon and Weaver (1948) Models of communication needs to consider explains this confusion because according to the models the sender converts the message and send the message to the receiver through a technical channel such as telephone, mobile or telegraph. Besides, the sender translates the message into codes clear to the machine and the message is sent in codes through a medium (Beer et al. 2015).

Also, this communication model has five core elements such as information source, channel, transmitter, receiver and destination. According to the case study, Maria said to Pedro uses this communication model but due to lack of supportive place Pedro is unable to hear the right words that Maria said. Also, lack of listening skills and noisy place creates problems to understand the particular words properly (Di Pietro et al, 2021).

How could this have been prevented?

The problems should be prevented if Pedro and Maria use effective communication skills and tools. For example, if Pedro has effective listening skills, then he can be able to hear the right words and also ensure his wife properly. As Pedro works on the building site, digital communication tools are the most effective ways to prevent problems. Also, if they both proper use of verbal communication then the problems will also be prevented. Finally, if they follow the communication models such as Shannon and Weaver, Schramm (1954) and Berlo (1960/64) models of communication then the problems will solve (Harney et al, 2021).

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

According to the case study, I think the Berlo (1960/64) model of communication explains that it could have been avoided because Berlo (1960/64) model has four key components such as sender, message, channel and receiver which are exaggerated by many factors. This communication model is very advantageous to send the right message to the right destinations (Cheng et al, 2021).

Besides, if Maria uses digital communication tools such as mail, the text then Pedro will easily understand the right keywords. For example, according to the case study, if Maria said to Pedro use this model; the problems will not occur because in this process Maria sends the right message to Pedro and when Pedro get the free time he will check the message and understand the message properly (Bal et al, 2013).

Section 4- Conclusion

Finally, communication is very effective in building a positive and authentic relationship with each other. According to the case study, MARIA and PEDRO should follow the models of communication because models of communication will help them to create successful communication. Also, they should follow the communication skills because communication skills will support them to understand how to create collaborative communication with each other. As PEDRO works on building site that's why MARIA should sent message or mail when she needs PEDRO (Jamali et al, 2015).

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