

**CERTIFICATE OF HIGHER EDUCATION IN SKILLS FOR THE
WORKPLACE
EFFECTIVE TEAMWORKING & COMMUNICATIONS
(LCLM4003)**

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INTRODUCTION

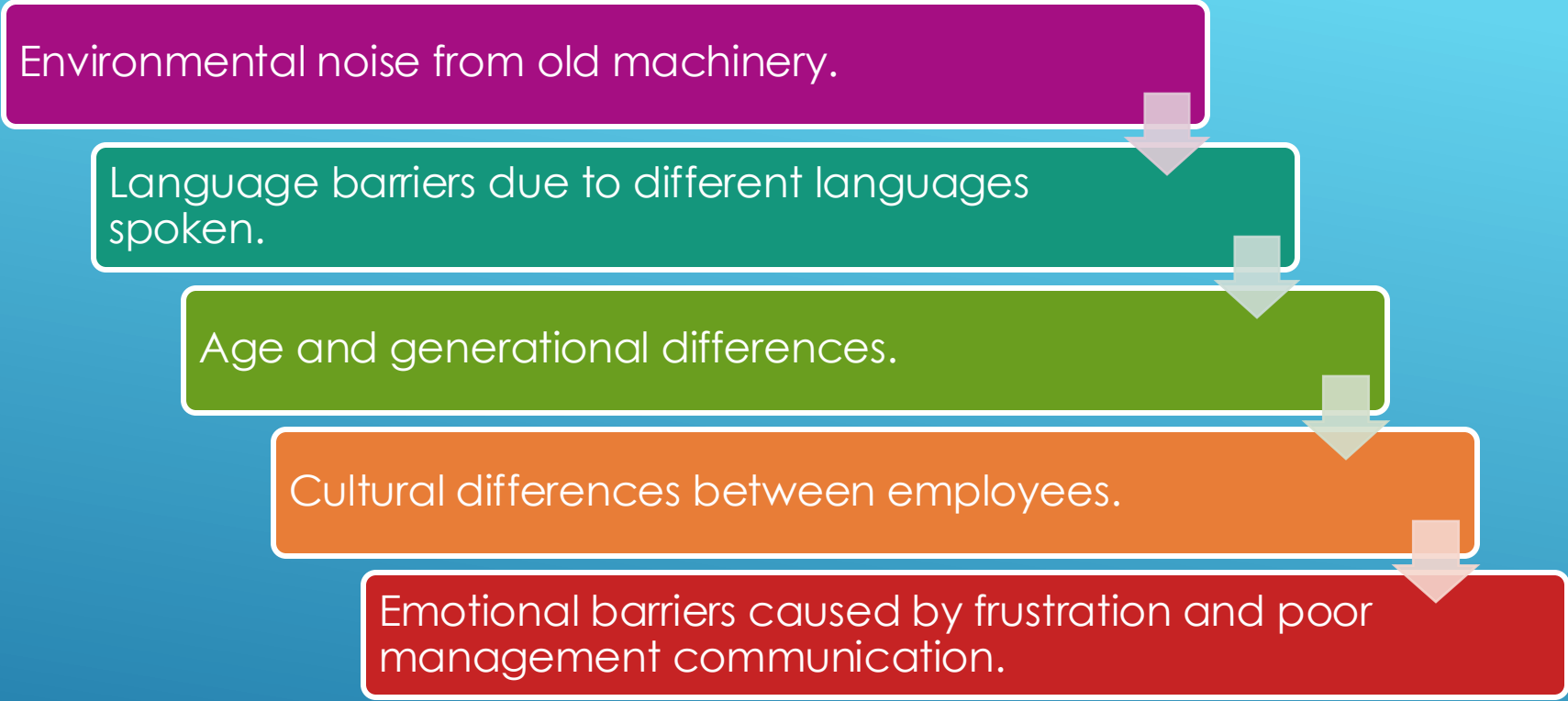
- ▶ At its core, communication is the fundamental mechanism through which organizations align individual efforts, bridge information gaps, and drive strategic success. Within a corporate environment, the efficacy of this exchange directly dictates the quality of collaborative teamwork, operational productivity, and robust decision-making. This analysis diagnoses the systemic communication failures currently impacting Flight Foods Ltd by identifying critical structural and interpersonal barriers. By anchoring these challenges in established organizational communication theories, this study offers actionable, evidence-based interventions designed to restore workplace cohesion and optimize overall business performance.



- ▶ Flight Foods Ltd is a medium-sized manufacturer of ready meals for airlines. The company has been losing customers because of complaints about undercooked food, poor packaging and meat being found in vegetarian meals. The factory employs workers from five cultural groups and a wide age range. The case study reveals several communication barriers that contribute to operational problems and poor food quality

SUMMARY OF CASE STUDY

Environmental noise from old machinery.



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graph TD; A[Environmental noise from old machinery.] --> B[Language barriers due to different languages spoken.]; B --> C[Age and generational differences.]; C --> D[Cultural differences between employees.]; D --> E[Emotional barriers caused by frustration and poor management communication.];
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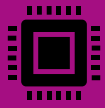
Language barriers due to different languages spoken.

Age and generational differences.

Cultural differences between employees.

Emotional barriers caused by frustration and poor management communication.

COMMUNICATION BARRIERS



Environmental Noise (Shannon & Weaver): Physical disruptions, such as heavy machinery noise, mechanically obstruct the clear transmission of operational instructions.



Decoding & Cultural Codes (Berlo's SMCR): Discrepancies in language skills and communication competencies prevent staff from accurately understanding Gary's directives.



Divergent Fields of Experience (Schramm): Varied age demographics and cultural backgrounds create conflicting perceptual filters, translating messages into chronic misunderstandings.

THEORETICAL FRAMEWORK

Upgrade	Upgrade old machinery and reduce workplace noise.
Provide	Provide multilingual training materials and visual instructions.
Use	Use mentoring programmed to support younger workers.
Deliver	Deliver cultural awareness and diversity training.
Improve	Improve leadership communication through management training.
Encourage	Encourage respectful feedback and positive communication.

STRATEGIES TO OVERCOME BARRIERS

- ▶ Flight Foods Ltd faces several communication barriers that contribute to poor food quality and customer complaints. Environmental noise, language differences, cultural differences, age differences and emotional barriers all affect communication effectiveness. By applying communication theories and implementing practical solutions, the company can improve communication, food safety and organisational performance.

CONCLUSION

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