

EFFECTIVE COMMUNICATION AT THE WORKPLACE

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Effective teamworking & communication



INTRODUCTION

The presentation will include:

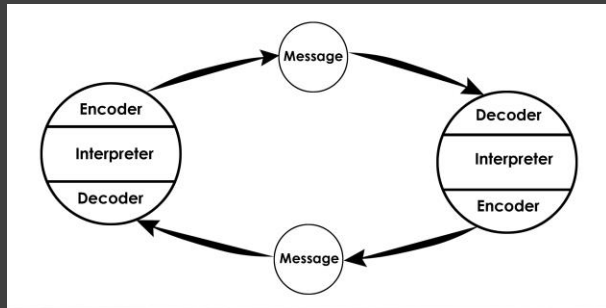
- 1.Theories relating to models of communication.
- 2.The channels of communication that can be used.
- 3.The types of barriers that can prevent effective communication.
- 4.The impact of communication on staff and patients.

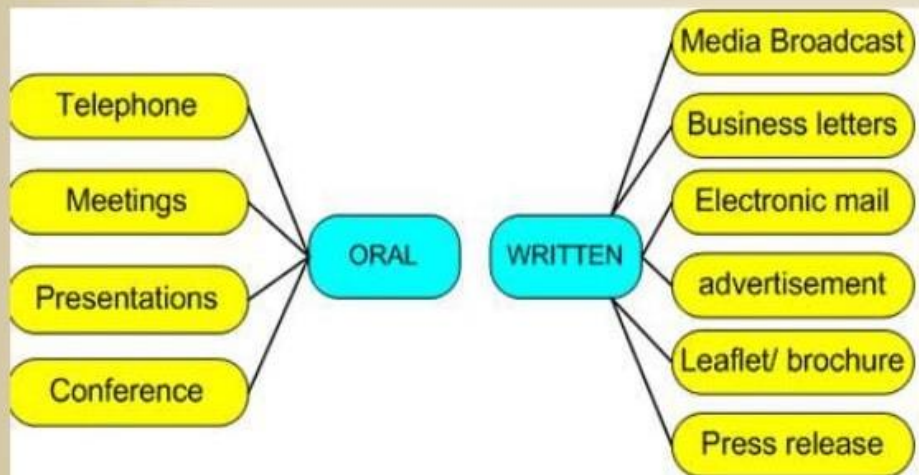
The final slide in our presentation will be a "Teamwork Evaluation"

- We will create a presentation as a group that can be used as a training and development tool for new staff at a local children's hospital who will be supporting families throughout their treatment.

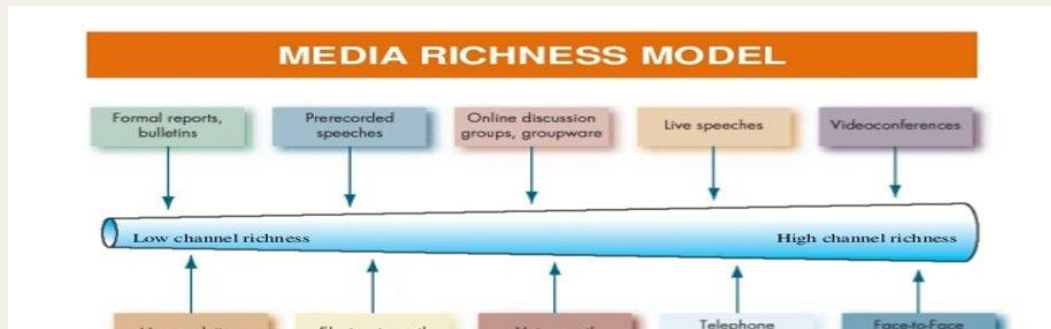
Schramm's model of communication

(OSGOOD- SCHRAMM MODEL
OF COMMUNICATION, 2021)



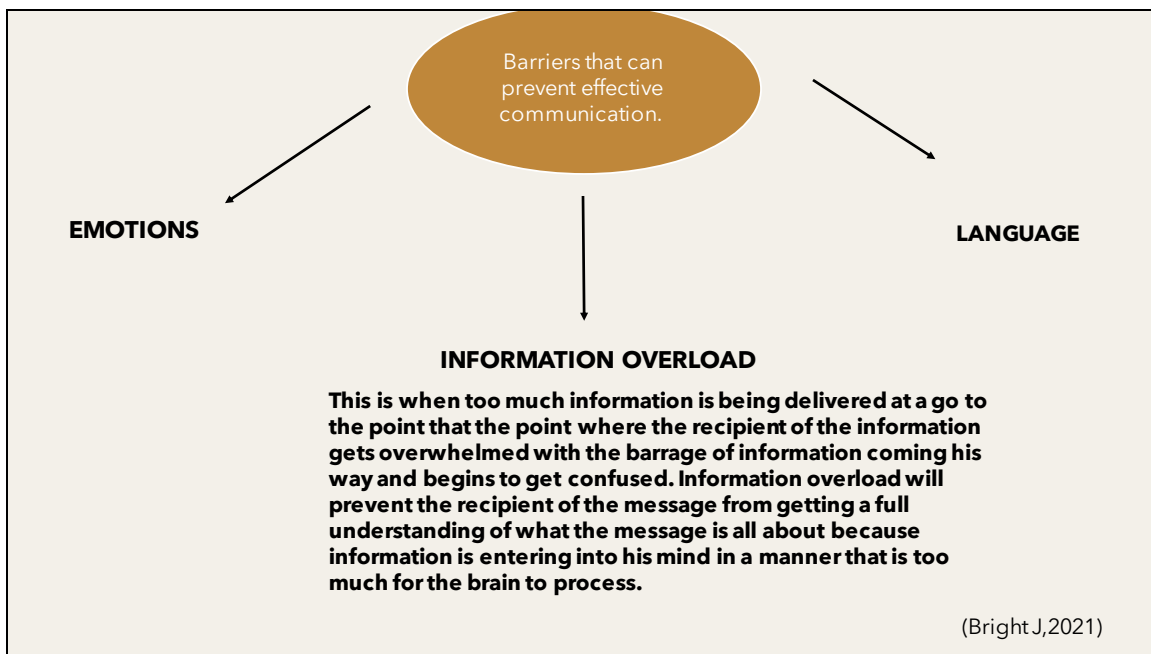


Putnam, Linda L. and Krone, Kathleen J. (2006)



*Channels of
communication*

**Putnam, Linda L. and Krone, Kathleen J.
(2006)**



Emotions – How a receiver feels when a message is received influences how they respond to it. It would be naïve to think that members of staff and service users always communicate in a rational manner. A professional or a patient could be upset over a situation and are more likely to misconstrue incoming messages and fail to communicate his or her outgoing messages clearly and accurately. Members of staff should never bring personal issues into the workplace and should remain professional at all times regardless of any circumstances. Communicating in a calm manner at all times is imperative.

Language - In the workplace there can be a variety of different nationalities working together or your client could speak a different language which can cause an communication barrier. It is important to establish a person's proficiency with English and ensure that translation services are made available for those with English as an additional language. To be able to communicate effectively you need to ensure you are actively listening to the person because too often we hear but don't actually listen.

Information Overload – A common barrier that can prevent effective communication is information overload. Information overload is when information exceeds our processing capacity. Certain things like Anxiety, Stress, Medication and Pain can impact a persons ability to process information.

The impact of communication on staff and patients

what are the result when communication is effective and what could be the results if communication is poor or ineffective

EFFECTIVE

Effective communication in the workplace is an integral element of a business's success; it enhances relationships within the company and with clients, and it increases [employee engagement](#) and the overall effectiveness of a team. (Zambas, J, 2021)

[The Importance of Effective Communication in the Workplace \(careeraddict.com\)](#)

INEFFECTIVE

A CRICO study identified a case when a nurse had failed to explain to a surgeon that a patient was experiencing abdominal pains following surgery and had a low red blood cell count, which is indicative of internal bleeding. The patient later died from the haemorrhage. (HIPPA Journal)

RESULTS EFFECTIVE COMMUNICATION – Effective communication in the workplace is imperative. Especially in the care sector. It can make residents feel valued, at ease and cared for. Good communication not only improves care, it also creates a better work environment and is vital to keep distress and misunderstanding to a minimum.

RESULTS OF POOR OR INEFFECTIVE COMMUNICATION -

Poor ineffective communication is an immense deal especially in the care sector. It can result in many serious adverse affects with the most serious being medical errors, there is also the risk of the patients safety, poor patient outcomes and even misdiagnosis's. Poor communication between members of staff can lead to miscommunication of a patients symptoms or condition and poor documentation of patient information.

COMPONENT OF COMMUNICATION CONCLUSION

We explain or interpret communication as sharing of ideas or feelings with others. Communication takes place when individuals pass on or convey instruction and appreciation to another human being or soul. There is a communication when you answer or pay attention to someone. Signs or actions of the body like lips, waving your hands, or the winking of your eyes can convey more definition than even written or spoken words. The key factors of communication activity or task include communicator, communicatee, message, channel and feedback.

Professional communication can direct the empowering of patients to act as hook up or cooperation between staff and *patients*.

Baker, T. (no date) says that communication is very important in the workplace.

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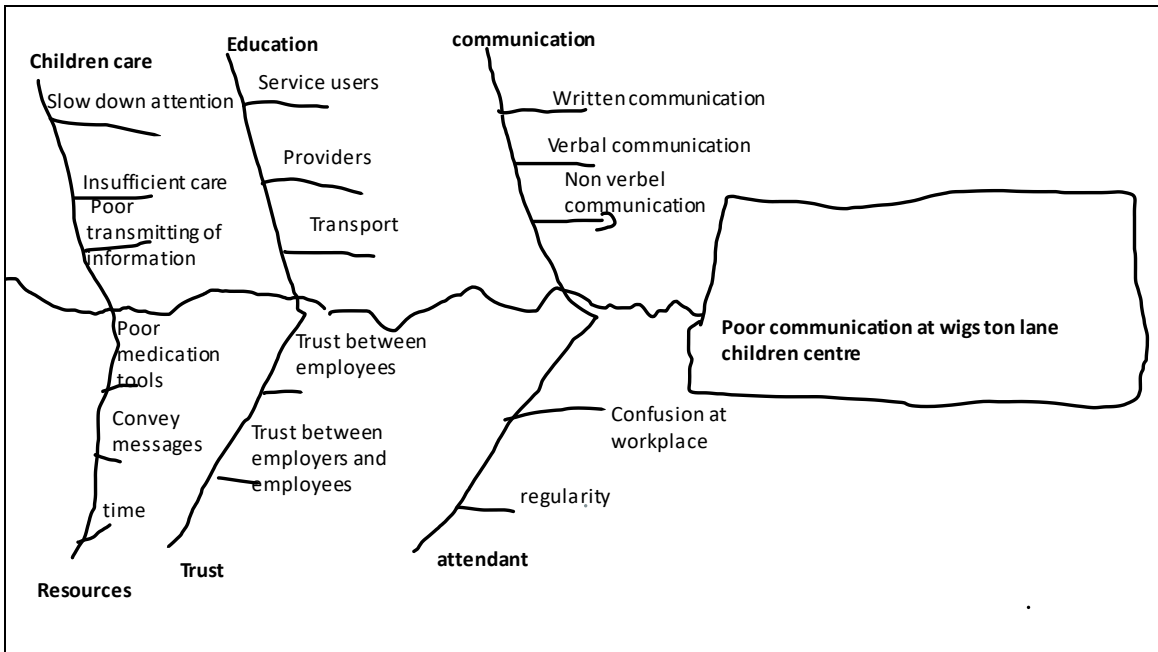
Any questions?

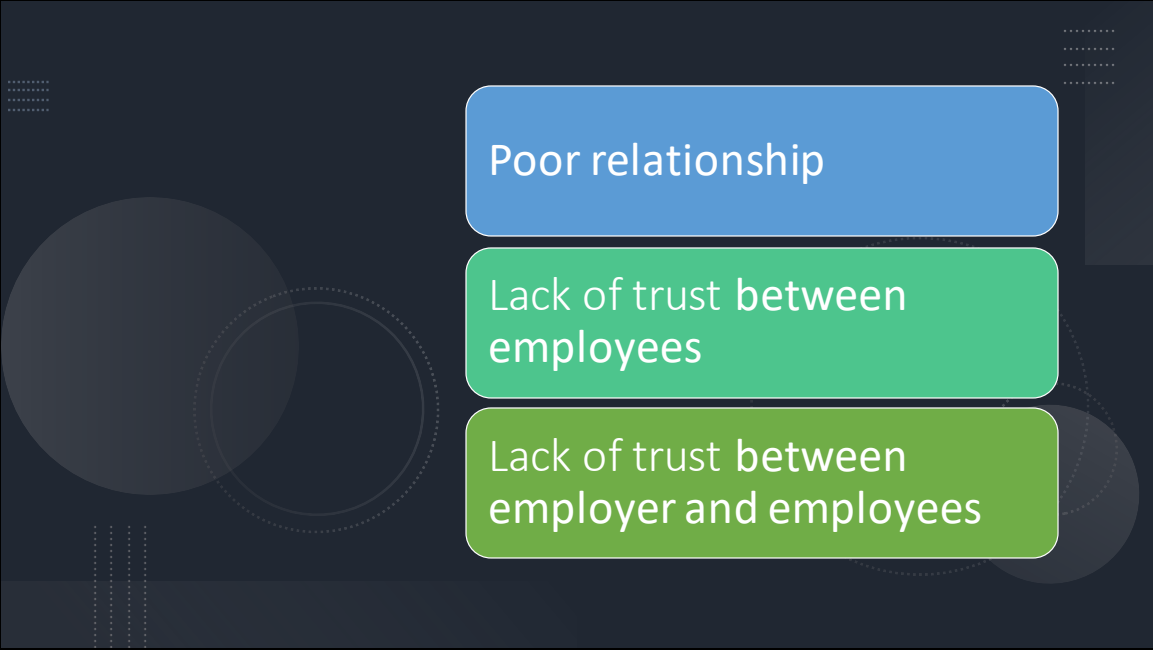


Thank you



Teamwork Evaluation	Team responses.
Who was in your team?	ISATOU JADAMA 2014844
What were the keystrengths of your team?	• Communication, as we created a WhatsApp group where we discuss everything we need, and everyone been very communicative and answered all the time. • Teamworking, as we shared correctly our work, and everyone respected that each person needs to do something and each of us have hi's own role.
What were the challenges that you overcame as a team?	Timing. We have found hard to establish a good time to meet for everyone but finally we resolved that.
What would you do differently if you worked as a team again?	• Start to work on the presentation a bit earlier so we can have more time to find information ,to make connections and probably to make a better presentation • Meet more often, to work more as a team than individually, to find a way to be all together at a time
How would you rate your team working? Out of 10?	8 would be our overall rate for team working, because even if we meet some problems, we finally got our presentation done on time and we think that we have achieved all the tasks needed.





Poor relationship

Lack of trust between
employees

Lack of trust between
employer and employees