

LCLM4003

Effective Teamwork and Communication

- ASSIGNMENT 2: Group Presentation
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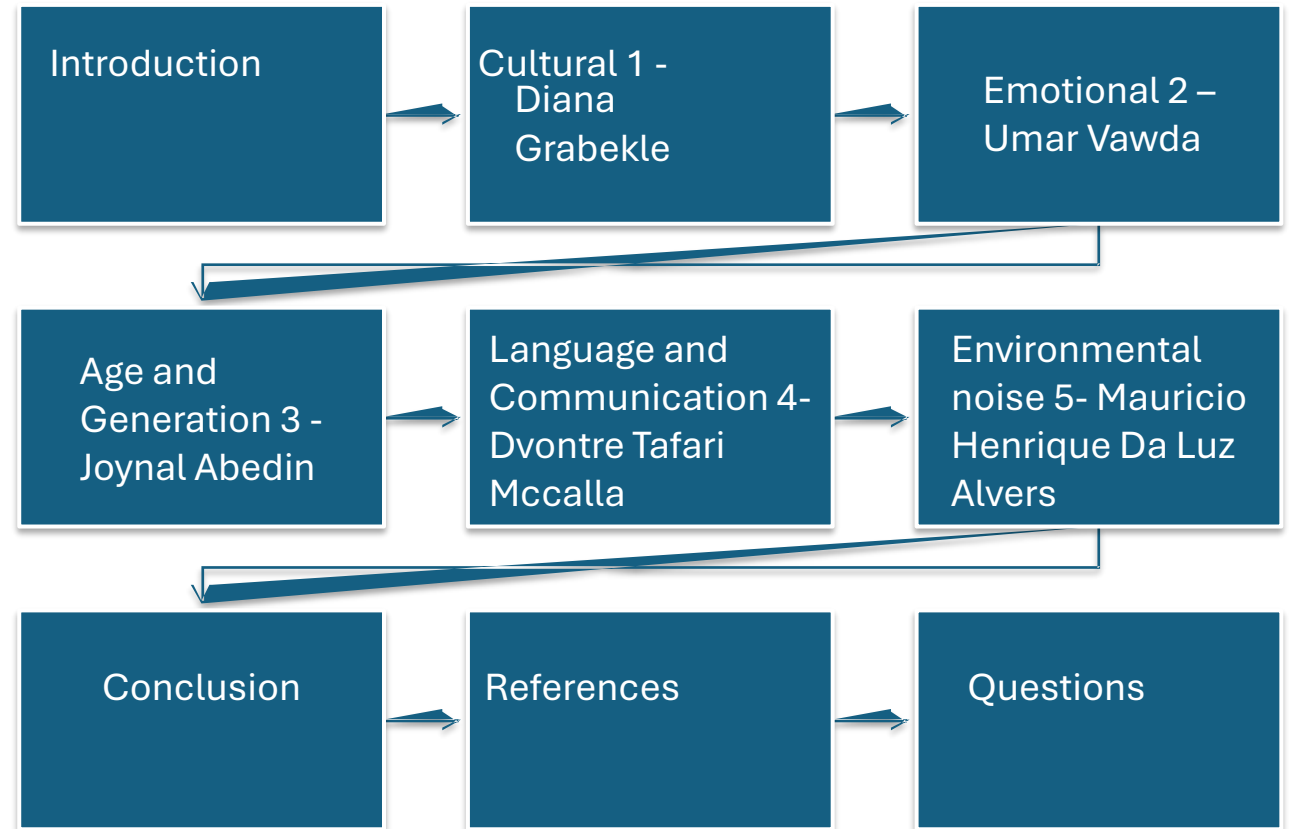
ID No.2509312

ID No.2508000

ID No.2515309

Tutor's Name: Timothy
Hopkins

Overview



Introduction

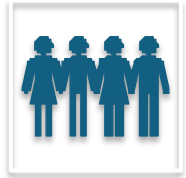
- Flight Foods Ltd makes meals for airlines
- The company has problems with food quality
- There are also problems with hygiene and staff practices
- This presentation will focus on culture standards and practices



Cultural



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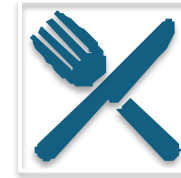
Many workers do
not speak English
well



Staff come from
different cultural
backgrounds



The manager
finds it hard to
explain
instruction

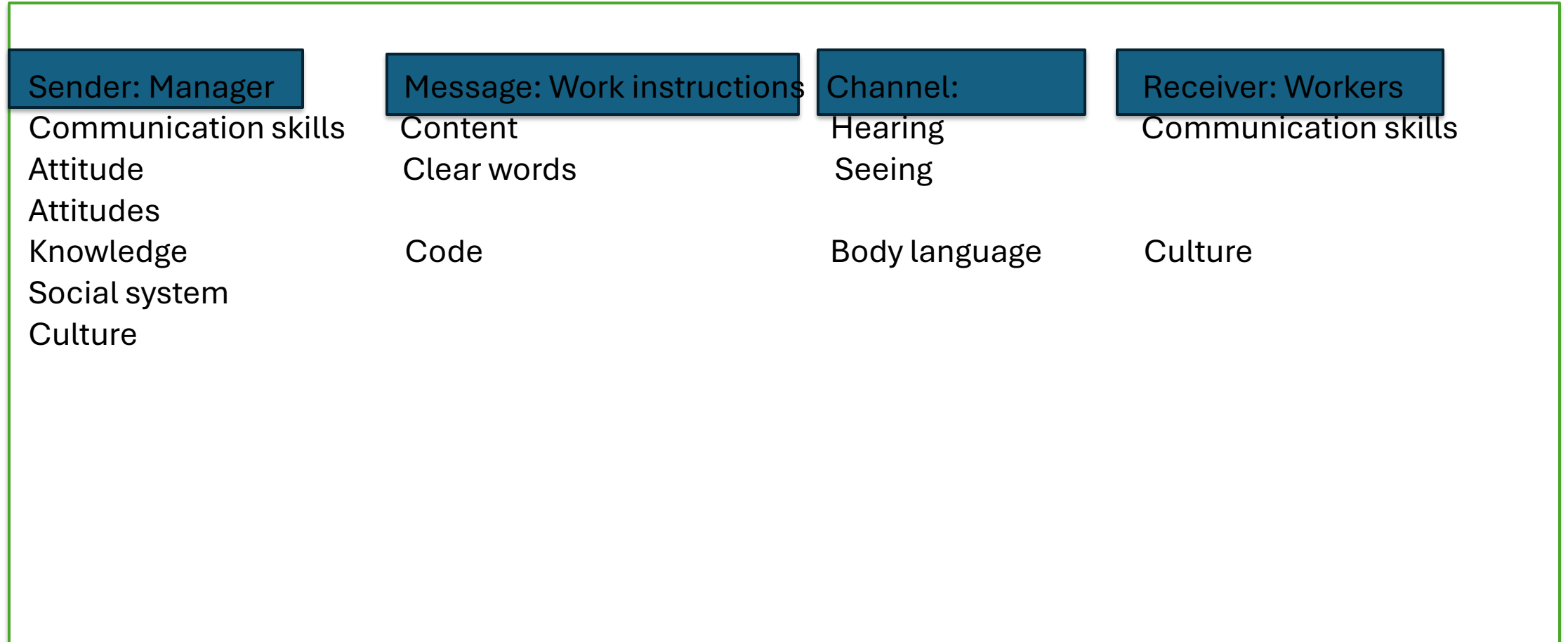


Some workers do
not fully
understand food
hygiene rules



This can cause
food safety
problems

Analysis problem model



Cultural



Give simple training
before staff start
work



Use clear and easy
English
introductions



Translate important
rules into different
languages



Use pictures and
signs for hygiene
and safety rules

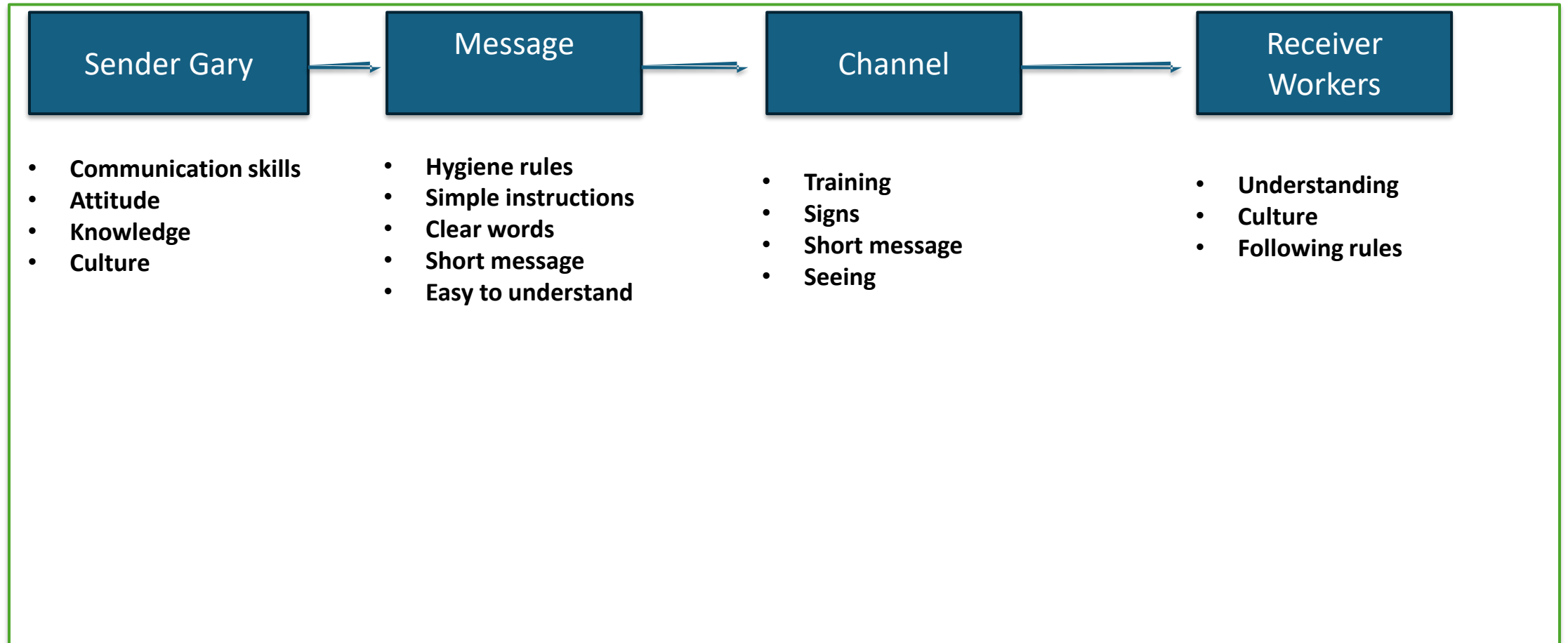


Check that workers
understand the
instruction



Give regular food
hygiene training

Analysis using communication model



Solution



Flight Food Ltd has problems with language and hygiene standards



These problems affect the quality of work and food safety



Staff need clear instructions, training and better support



Good communication can reduce mistakes and improve in the company

References

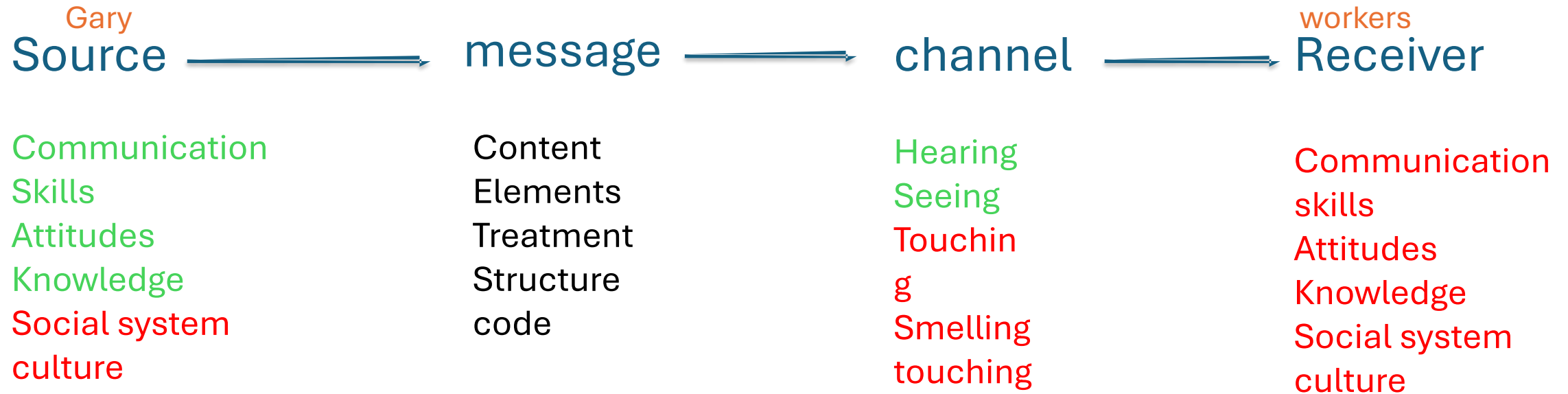
- Image source: <https://mitsueki.sg/2018/11/03/singapore-airlines-company-economy-class-review-hong-kong-Singapore-sg861-airbus-a380>
- Image source: Creative Commons licence <https://creativecommons.org/licenses/by-nc-sa/3.0/>
- Flight Food Ltd case study provided in module materials by lecturer.

Emotional

Analyze problem (words)

- In the case study of flight foods Ltd. Gary is the floor manager of the factory
- Gary works closely with the floor workers who are mainly comprised of immigrants. However, he has an issue with the workers lack of training and the younger workers attitudes.
 - On a day where Gary is running late and rushes to work with a lack of sleep and bad presentation. When he comes to work and sees a problem he lashes out on the workers
 - This emotional reaction can effect team morale and lead to distrust and arguments between management and floor workers going forward
 - The cause of this response is:
 - Built up stress from constant mistakes by the workers
 - Poor attitudes of younger workers
 - Sleep deprivation affecting mental state
 - Under the Berlos model of communication, Garys emotional response affects the content of his message as it convers his frustration and anger through his body language

Analyse problem (model)



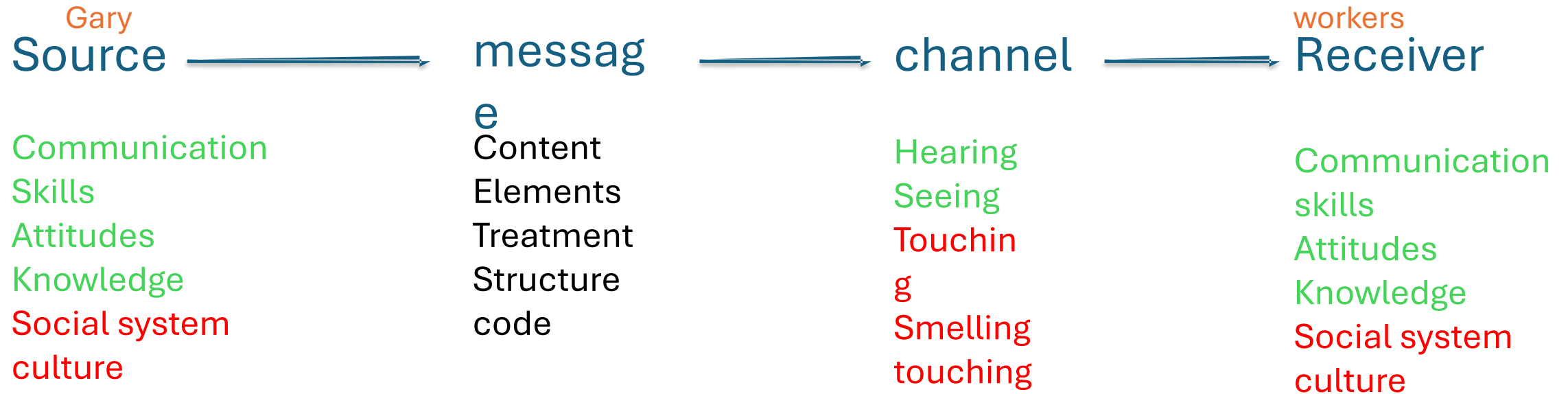
Analyze solution (words)

- One potential solution for this problem is for the employees to gain more training in English and in workplace skills.
- Having everyone understand English would allow for Gary to be able to communicate more easily and this would allow him to teach the rules more easily so they don't make as much mistakes

This would in turn lead to Gary being under less stress, so he wont lash out emotionally

- Furthermore, being able to communicate with the workers he could be able to fix their poor attitudes

Analyse solution (model)



Conclusion



EFFECTIVE COMMUNICATION

- After implementing the solution, the receivers gain communication skills, knowledge and attitudes in common with gary
- This leads to the workers and gary having common skills in the the source and receiver columns.
- The more common skills in the source and receiver skills the easier it is to communicate
- This makes it less likely it is for them to make mistakes
- Less mistakes would benefit the company and make garys job easier

references

Neysart. *Effective Communication Icon Or Logo Isolated Vector Illustration*, (accessed April 12th 2026) available from:

~~https://as1.ftcdn.net/v2/jpg/18/41/60/96/1000_F_1841609657_oC5XklW9KoY6GBQGkNLCE67exJObts4p.jpg~~



AGE/GENERATIONAL

INTRODUCTION

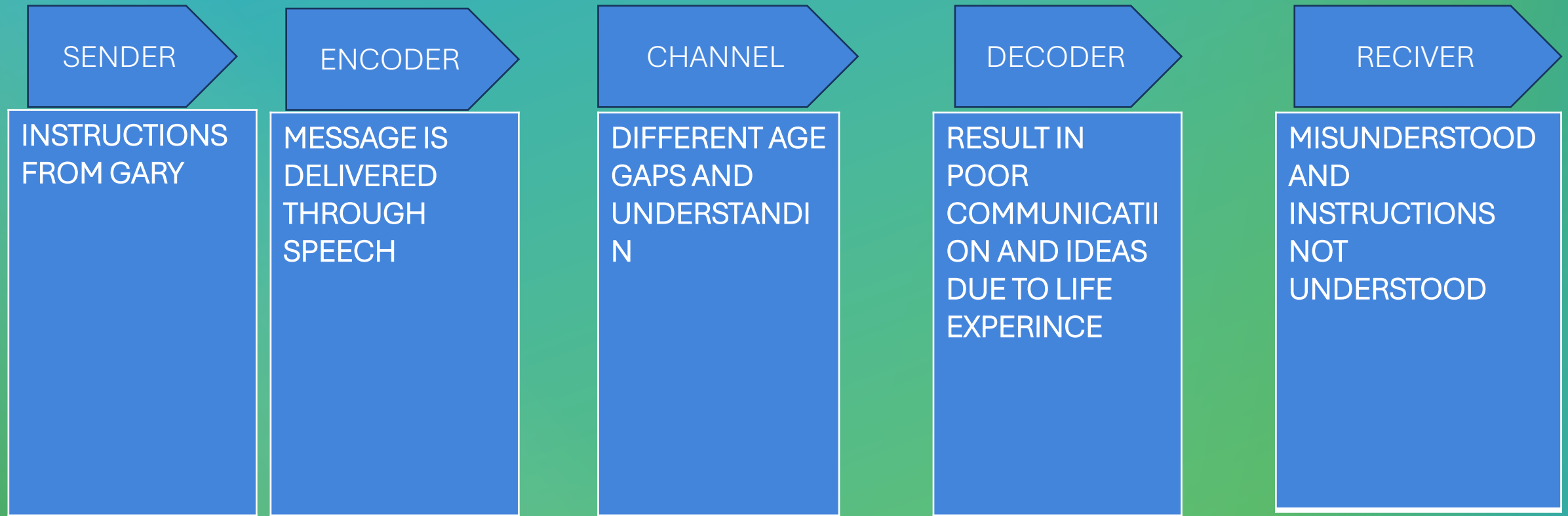
I will be covering the section where
the Age gap falls from the age 16 to
60 year olds who are mainly
immigrants from 5 distinct culture
groups which Gary has been finding it
hard to communicate with.

Barrier 1

Due to the big age group starting from 16 to 60 years old it is really hard for Gary to communicate with his staff as there is a big barrier which you can see below.

- Most staff will most likely form a group around their similar age and generation which divides the group.
- Also the younger generation most likely to get distracted and not listen.
- Also due to the language barrier employees are speaking their native language and not engaging with others due to being shy or reserved.

According the Shannon and Weaver Model



conclusion

Here are some ideas that Gary can help all staff come together from all age gaps and cultures so they can help one other and also help the business grow with good communication.

- Gary can introduce group ice breaking team games so staff from all age levels included to help boost confidence and make it easier for the young generation
- Also Gary can introduce pic signs or symbols so it is easy for the staff who are unable to understand the language .
- Give the importance the younger generation to feel included as they seem to lose focus easily which is an incentive for them to grow.

References

- <https://thumbs.dreamstime.com/z/diverse-human-hands-holding-banner-text-cultural-diversity-multicultural-society-vector-illustration-271632711.jpg>

Any questions are welcome

INTRODUCTION

Language/Communication & Body Language.

BODY LANGUAGE



Dvontre Mccalla

Student Number: 2513154

Communication Systems Failure at Flight Foods Ltd

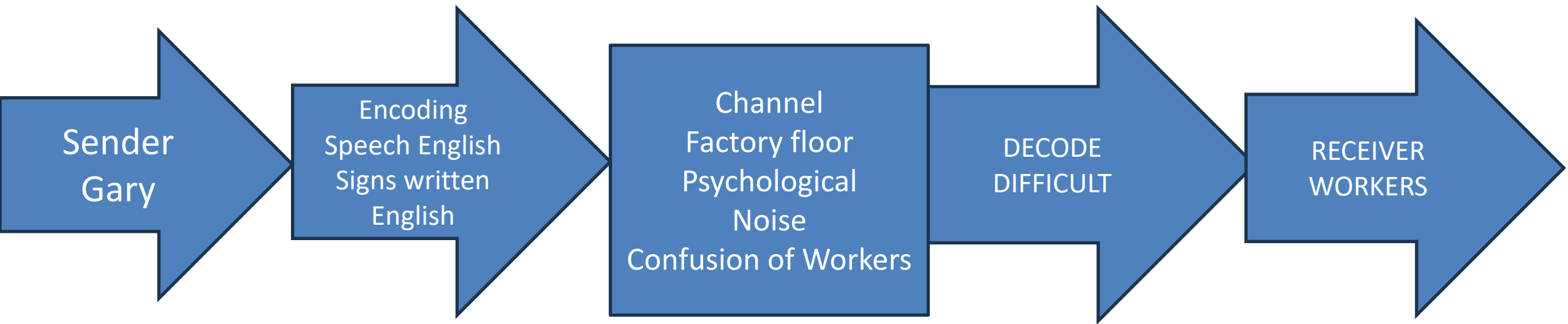
An Analysis using the Shannon-Weaver Model

Content

The Concept: Applying the "Mathematical Theory of Communication" to industrial food hygiene.

The Context: How "noise" and "encoding" errors led to under-cooked food and cross-contamination

Objective: Identifying where the signal breaks down between management and the 40-person multicultural workforce.



Shannon and Weaver model showing the situation

The Information Source & Transmitter (Management)

The Information Source: Gary, the Floor Manager is Qualified in Food Hygiene
The Transmitter: Gary's verbal instructions and the "plastered signs" on the factory floor.

Analysis:

The Source: has the correct technical knowledge.

The Transmitter: is failing because it relies on a "madhouse" atmosphere rather than a structured delivery system.

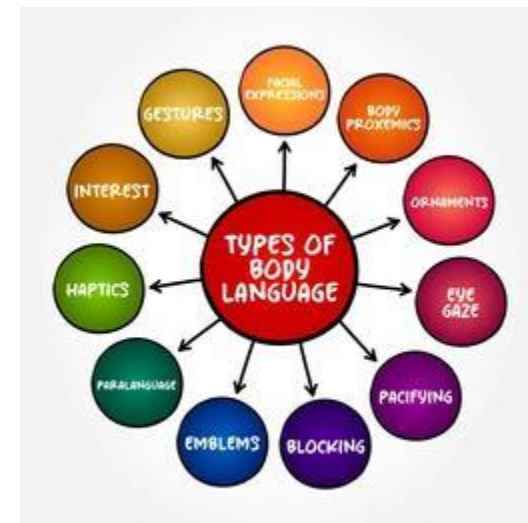
Encoding & The Language Barrier

The Encoder: Turning hygiene rules into English words and "East End" dialect.

The Mismatch: Staff consist of 5 distinct cultural groups with limited English.

Encoding Error: Gary encodes the message in a "language" (English/Slang) that the staff's "decoders" cannot process.

The Age Gap: Younger staff "encode" their own priorities, ignoring Gary's signals entirely.



The Channel and The Noise

Channels: Oral communication (shouting in the "madhouse") and Visual communication (written signs).

The Presence of "Noise":

Physical Noise: Old, noisy machines on the factory floor drown out verbal instructions.

Semantic Noise: Language barriers (5 cultural groups) and age gaps create a mismatch in how words are understood.

Psychological Noise: Gary's stress (screaming) and lack of sleep create a chaotic environment where messages are ignored.

Decoding & Non-Verbal Contradictions

The Decoder: The staff's interpretation of Gary's words and actions.

The Body Language Conflict:

Gary says "Wash your hands" but has grease under his fingernails.

Gary says "Wear hairnets" but pulls at his own unmanaged hair in frustration.

Result: The receivers "decode" the manager's poor hygiene (body language) as the true standard, overriding his verbal instructions.

Receiver, Destination & The Feedback Loop

The Receiver/Destination: The 40 staff members and the final product (Airline Meals).

The Missing Feedback Loop: In the Shannon-Weaver model, feedback is essential to ensure the message was understood. Currently, there is no feedback at Flight Foods—only errors (meat in vegetarian meals).

Proposed Improvements:

Reduce Noise: Use pictograms and diagrams instead of English text to clear "Semantic Noise."

Improve Encoding: Provide bilingual training to ensure the "Transmitter" and "Receiver" are on the same frequency.

Non-Verbal Alignment: Ensure the manager's "Body Language" (clean uniform/hygiene) reinforces the signal rather than contradicting

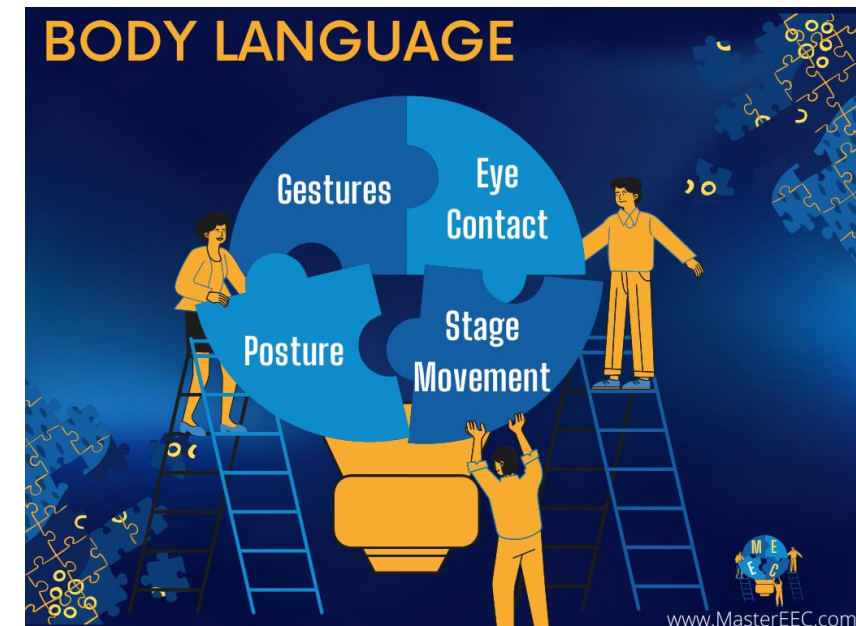
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<https://www.bing.com/images/search?view=detailV2&ccid=qScOkYbf&id=BFED08000227D6F9731F6323CDD08919021A1A06&thid=OIP.qScOkYbfTbbsjK-050ASnwHaFW&mediaurl=https%3a%2f%2fthekabultimes.com%2fwp-content%2fuploads%2f2025%2f04%2fbody-language-2-1920x1387-1.jpg&cdnurl=https%3a%2f%2fth.bing.com%2fth%2fid%2fR.a9270e9186df4db6ec8cafb4e740129f%3frik%3dBhoaAhmJ0M0jYw%26pid%3dImgRaw%26r%3d0&exp=1387&expw=1920&q=Language%2fCommunication+%26+Body+Language&FORM=IRPRST&ck=68D71A9CB9CBD40A16C8F701454DF414&selectedIndex=79&itb=0>





Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

LCLM4003 Effective Teamwork and Communication

- Assignment 2: Group Presentation
- Student: Mauricio Henrique da Luz Alves ID no. 2509312
- Lecture: Timothy Hopkins

OVERVIEW

- Introduction
- Noise Machine Environmental
- Conclusion
- References
- Questions



ENVIRONMENTAL NOISE AS A COMMUNICATION BARRIER AT FLIGHT FOODS LTD

- Environmental noise is an important communication barrier in the workplace. It refers to any physical sound or disturbance that makes it difficult for people to send, receive, or understand messages.

In the case of flight foods ltd, environmental noise plays a key role in communication problems between the manager and workers. This affects food quality, safety, and overall business performance.



+BARRIERS (ENVIRONMENTAL NOISE)

Loud Machinery

The machines are described as old, loud and constantly clanking and banging

Manager's Struggle

The manager, Gary, struggles to communicate instructions clearly

Worker Misunderstanding

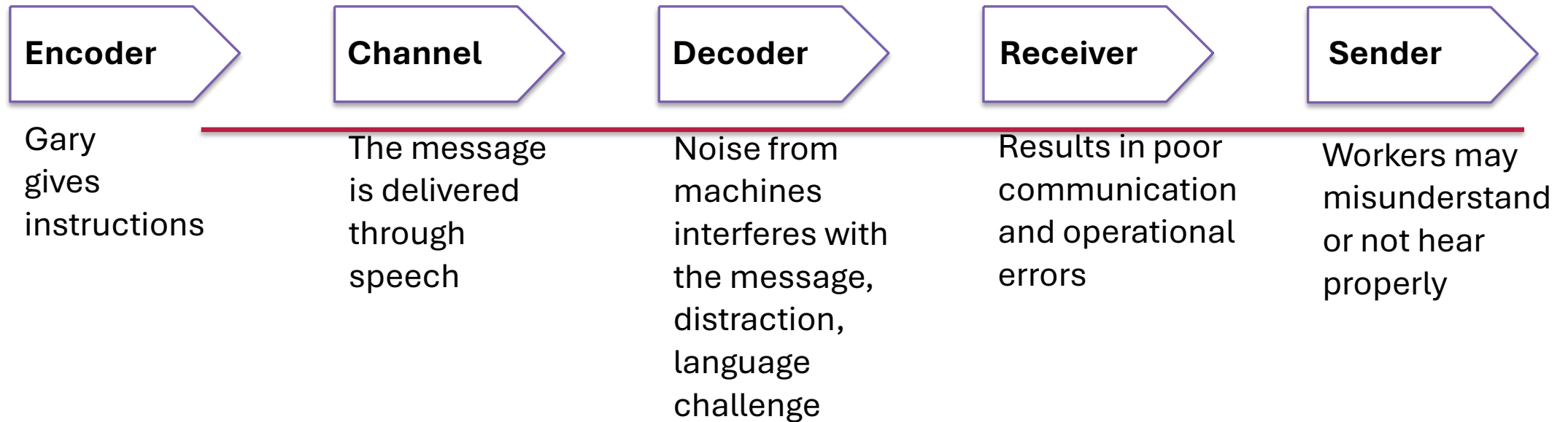
Workers may not hear or may misunderstand important hygiene rules

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- This creates several problems:
 - Instructions are not understood properly
 - Workers make mistakes during food preparation
 - Communication becomes stressful and ineffective



ACCORDING TO THE SHANNON AND WEAVER MODEL

NOISE CAN INTERRUPT COMMUNICATION AT ANY STAGE



SOLUTIONS

TO REDUCE ENVIRONMENTAL NOISE, FLIGHT FOODS LTD
COULD:



- Replace or repair old machines to reduce noise levels



- Use visual communication, such as signs, symbols, and colour coding



- Provide communication headsets or ear protection



- Give practical demonstrations instead of only verbal instructions

- Create quiet areas for training and important instructions

These solutions can help improve understanding and reduce mistakes.

CONCLUSION

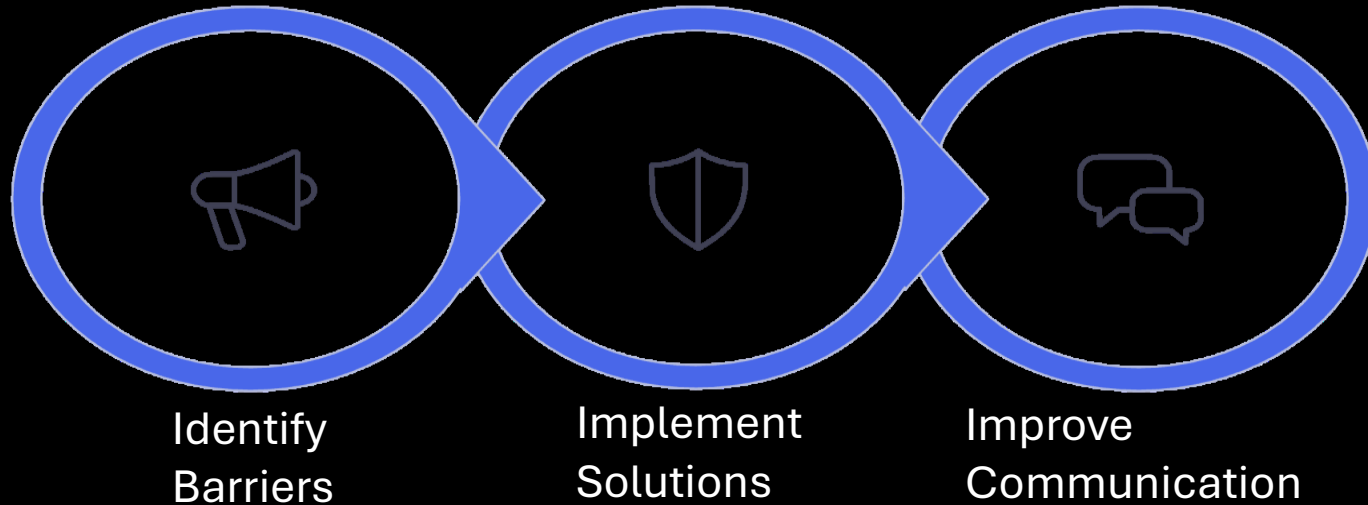
The Core Problem

Environmental noise is a serious communication barrier in Flight Foods Ltd. The loud factory environment makes it difficult for workers to understand instructions, leading to mistakes and poor food quality.

The path forward

By reducing noise and improving communication methods, the company can:

- Increase efficiency
- Improve hygiene standards
- Regain customer trust.



Addressing environmental noise is not just about comfort — it is a critical step towards operational excellence and food safety compliance.

REFERENCES

- HSE (health and safety executive) (UK) – workplace noise guidelines •
 - Mullins, L. J. (2016) *management and organisational behaviour*. Pearson.
 - Shannon, c. E. And weaver, W. (1949) *the mathematical theory of communication*. University of Illinois press.
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QUESTIONS

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Questions (for audience or discussion)

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How does environmental noise affect communication in the workplace?

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Can visual communication fully replace verbal communication? Why or why not?

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What is the most effective solution to reduce noise in this case?

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How can managers ensure workers understand instructions despite noise?

