

# **Effective Team Work and Communication Assessment 1**

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## INTRODUCTION

Main objective of this report is to better understand the concept of team work and communication skills. It is analysis that both will play an essential role in the life of an organisation. It is analysis that communication skills will help in effective working in a team. Communication skill will define the ability of an individual at the time of giving and receiving various kind of information. This type of skill is a mixture of various skills such as listening skills, speaking skills, observing and empathising. An effective communication skill of an individual will reduce the misunderstanding between the people and assist in properly transferring the information (Ebrahimi Ghassemi, 2019). An effective communication will assist in better team work and assist in motivating the members of team to do work with their full efficiency. Here team work will define the collaborative efforts of a group to effectively achieve a common goal or complete a task in the most effective and efficient way. This report will concept of communication and team works, theory of communication, various skills included in communication skills.

## Main body

### Task

**Communication-** The word communication is derived from the Latin word which, means share. It refers to a process of transferring facts, ideas, feelings, information from one person to another and make them understandable. In other words, communication is defined as transfer of information from one place to another and this will be conducted in different ways. It is analysis that there are different ways of communication and distance between the parties will make the process more complicated. There are mainly three main components which require for an effective communication which are sender, receiver and a platform with the help of which the information is transferred. There are mainly two types of communication which are verbal and non-verbal communication. Verbal communication means transfer of information through speech such as the information that people will here on radios, televisions, telephones etc. on the other hand non-verbal communication will include both written and spoken words. For effectively transferring the information to other person it is very important that a person will have good communication skills. This skill will assist them in effectively transferring their real words or their meaning and reduce misunderstanding between them. Effective communication is considered as an important skill which will assist them in achieving better growth in future (Graham, Daniel and Doore, 2020).

**Team work-** It refers to the set of action which are done by group of people for successfully achieving a common goal or purpose. It is generally come under a collaborative environment as because there is an assumption that working together in a team will produce better outcome as compare to separate efforts. It is analysis that both the team work and communication are the main factors to successfully achieve a task. This is because every person participated in the team will require to maintain an effective communication and collaboration with other members in order to successfully achieve the goal (Kerns, 2019).

#### Theories of communication

**Classical rhetorical theory of communication-** The origin of this theory is tracked back to the times of ancient scholars like Socrates, Plato and Aristotle. It is analysis that this theory is developed when people will start identifying that there is some kind of influence is made to the listeners. This theory of communication will define that how various elements of persuasion works & how it can be effectively utilized. In other words, classical rhetorical theory of communication is developed from the though how the language will work for people. This theory will not have its universality like various other theories of communication and the main reason is that people will just identify this theory but it will exist when men began to speak. This theory will define that there are three main elements are required for an effective communication which are mention below:

- **Speaker-** It refers to the person who will transfer the information to another person. It is the first stage from where the process of communication will start. It is analysis that the success of speaker is based on the person and its personal credibility, their knowledge and so on. Speaker will require to have a good communication skill which will assist them in effectively transferring the information to another person (Nurbarirah and et. al. 2018).
- **Speech-** Another important element of communication included in this theory is speech. It is also known as the message that the speaker wants to transfer to the listeners. It is analysis that for an effective communication process it is important that the speaker will prepare an effective speech and try to prepare speech in simple words which is easily understandable to the other person.
- **Listener-** The last important element included in the communication process is listener. It refers to the person who will receive the communicating message. Lister will play an essential role in the communication process as because the efficiency of the communication will depend on the feedback of speaker and on their understanding.

#### **Contagion theory of communication**

It refers to a theory of collective behaviour which will define the crowd will cause a hypnotic impact on individuals. This theory is first developed by Gustave Le Bon in his book "The crowd: a study of popular mind in France" in 1885. It is analysis that his work will mostly reflect more political and social opinions. In this theory contagion is a very old term which refers to anything that will spread from person to person (Thommes and Akkerman, 2018).

Both the theory will assist in effectively communicating the message to other and make them understandable. Both the theories will assist in promoting effective team work. This is because for successfully achieve a goal or task it is very important that the team members will effectively communicate with each other.

### Communication skills

There are the various communication skills and important elements of communication which influence the team work and effective conversation. Each and all communication skills are interconnected and influencing the effectiveness of each other. Below is the illustration of some essential communications skills in context to effective team work and communication (Arnold and Boggs, 2019).

- **Listening-** In context to the effective team work one of the most important communication skills, which contribute in effective communication and team work is listening. Active listening is important in order to understand other person which further proceed to the effective communication. This involves the attentions and engagement which play important role in the workplace and team work (Wikaningrum and Yuniawan, 2018). This involves the both verbal and non-verbal communication, according to which head can move or nod but not interrupt the other person while they speak. Maintain eye contact is important in order to let that person that engaged, minimal verbal encouragement should be use such as I understand etc.
- **Presentation-** Another important communication skill for workplaces is presentation which also play very important role in the effective team work. This helps to represent all essential information and planning to the team. This skill is involving the effective body language, attention and verbal communication and understanding along with the writing and informative skills. So, in order to make effective communication and team work that is important to be attentive, good in body language, verbal communication and **listening** (Grice and et. al., 2017).
- **Verbal communication-** This is the skill which involves the application of words to share or transfer information of both spoken and written communication. This should be clear, accuracy and honest. This also involves the understanding of audience. the

effective verbal communication is clear and application of right informative words in the communication with right Pronunciation and voice.

- **Trust** – In context to the effective communication with in the workplace that is important to build trust among the team, which further help in the effective communication and team work. According to the standards of communication skills things should be always true and open in team communication and every one should will to admit mistakes (Okoli, A 2017).
- **Compassion and Empathy-** In context to the workplace and effective team work the essential communication skills are compassion and empathy. Team members should possess the compassion and empathy to everyone in order to make proper understanding and effective communication. The verbal and non-verbal communication have to be done with accurate compassion and empathy which lead to the successful and positive communication and team work (Franchini and et. al 2018).
- **Written communication** - With in the workplace one of the most essential communication skill is writing which help to manage various team work activities effectively. Because in team work and work role writing skills influence the understanding and information transfer (Puscas and et. al 2021). This involves the development of effective messages in order to instruct the team through written letters, this also include the development of effective notice and formal information content, which should be clear and informative (Saenab, and et. al., 2018).
- **Non-verbal communication-** There are the various means or elements of non-verbal communication such as expressions, eye contact, body language, posture, tone and voice. So, in context to make effective communication and team work through this that is important to make the best and effective use of every element of non-verbal communication such as loud voice, interactive posture and informative expressions (Payton, 2018).

#### Example of the poor communication skills and improvement strategies

In my own workplaces I have evaluated the importance of communications skills and my weakness in context to those communication skills. Such as in my work role task I had to prepare the effective presentation and represent it to the audience, on that time and process of the task I evaluated my strengths and weakness related to my communication skills. I prepared the presentation with all essential information and attractive elements. But during that I found difficulties in writing the appropriate content and I understand the need of improvement in my writing skills. There were some mistakes in written content which is the example of my poor

written communication skills (Fashiku, 2017). On the basis of above consider models and theory's written communication skills is can be improving with the implementation of some important action plans and strategies in professional development plan. Writing every day is one of the best ways to improve written skills and this can be effectively managed with the application of research practices related to the writing skills and measures. Which will help to evaluate the self-improvements in context to the writing skills standards. Take help of the subordinates who are better in the writing skills. Reading book and review of the written work every month, participation in the writing opportunities and Journal reading (McCorry and Mason, 2020).

## **CONCLUSION**

From the above study it has been concluded that effective team work and communication are very important in context to the academic and professional task and activities effective accomplishment. The effective team work strategies are application of the appropriate communication skills and models along with the development of diversity in team, group problem solving, encouragement and build trust, clear goal and roles. There are the three communication models such as Linear, Interactional, and Transactional Some of the essential communication skills are active listening, presentation, verbal communication, trust, compassion, written and non-verbal communication. In order to manage and improve communication and team work skills by following the communication models and making the learning and skills development actions.

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