

Group 2
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Effective teamwork and communication

Introduction

I work as a seamstress and that requires many communication skills, just like any other job. Communication is used everyday to ensure clothes are made to its best capacity so our customers are pleased. Just like in other jobs communication is crucial in order to satisfy customers or just in life in general. Communication has been developed over the years so I will be talking about the modern communication skills in today's society and in my business.

- What is communication?
- What is the history of communication?
- What are the different categories of communication?
- What is good and effective communication?
- When and why do we need effective communication skills?
- What are the biggest challenges to good communication?
- Why are listening skills important?
- Has social media changed the way we communicate?
- What communication skills are used in my business industry?

What is communication?

Communication is the sharing and transmitting of coded messages that are then decoded by the receiver of the message. Every communication requires at least one sender, one message and one recipient. This interpersonal communication has a very long history.

History of communication

Throughout time humans have successfully discovered new ways to communicate with each other. The first communication method, that was not talking directly face to face using the human voice, was writing. This was said to be invented by the people in Iraq and Egypt at around 3,200 BC. Next printing was inventing and then the pencil. So we can deduct that as time and technology went on, so did the advancement of communication. For example, in this generation, we are able to communicate through computers as our technology has improved massively and has allowed us to do so.

<http://www.localhistories.org/communications.html>

What are the different categories of communication?

A list of the main communication categories are: verbal communication, non-verbal communication, visual communication and written communication. Firstly, verbal communication is one of the most frequently used categories, it is the use of language to pass on messages through the use of human voice or sign language. To have good verbal-communication skills you need to have good listening skills (active listening). Active listening is important, especially when conducting a presentation or anything that requires that requires more than one person. People usually try to have a strong voice when speaking to seem more confident.

Non-verbal communication is the use of facial expressions, gestures and body language to send a message once again. Non-verbal cues are used to show the meaning behind a person's message. So if they are smiling, it must be a happy message. Without these cues or if given the wrong cues, meanings behind the message could be completely wrong. Non-verbal communication is helpful to understand others' feelings and thoughts. Visual and written communication are self explanatory. For visual, someone can send a message through art or anything physical, and through written, someone can send a message by typing or writing and so on.

What is good and effective communication?

You only have effective communication skills once you know you can keep the flow of ideas at a quick pace, sustainable and comprehensive. Effective communication requires quick thinking, listening and quick understanding of messages to respond to. If you want to achieve effective communication skills then you need to make sure that the desired message is made and received completely. In addition, to keep things sustainable, take things easy and step by step. Money is a problem in keeping things sustainable as if something is too expensive to keep working on then clearly that is a problem. But also screaming at other people to get them to work or listen is not sustainable. It may work sometimes but it definitely is not sustainable.

When and why do we need effective communication skills?

Next, having effective communication skills are way more important than many people think. It can help with getting easier employments as having this skill is a bonus for many jobs. It can also help in personal lives, for instance if you are in danger, you need to know what to say and how to say it. Being assertive is also useful in these cases as some people are in such despair that they forget not to disrespect others.

Although, sometimes you need to listen to others so it is good to use active listening skills.

What are the biggest challenges to good communication?

Once again, some people forget to be assertive and to listen to others. Focusing on being heard all the time is not something I would recommend as it causes distress to others. As well as, not re-evaluating if effective communication is the case is an issue so you need to make sure people are understanding what is being said. Challenges to effective communication are also: lack of attention, distractions, emotional barriers or physical (such as alcohol or tobacco), differences in points of views or even disabilities (such as hearing loss, sight loss or speech difficulty).

Why are listening skills important?

First of all, failed communication can lead to conflicts which are not ideal. So to make sure that this does not occur, listening skills are used such as showing concern for serious issues or paraphrasing to show your understanding. Using listening skills makes the speaker feel more welcome and comfortable as you are letting them know that you are paying close attention to their words. Making eye contact and loosening posture also allows for the same atmosphere. Using listening skills is important as it builds trust and maintains "productive relationships" between people.

<https://www.alchemyformanagers.co.uk/topics/tv8zhuMZpZEzsgNc.html>

Has social media changed the way we communicate?

Social media has definitely changed and impacted on the way we communicate with others. Whether for better or for worse is debatable. Messages can travel around the world in just seconds and to any destination. And it's much more simple than it used to be, now replies are only one tap away no need to wait for a letter to be sent to the recipient. Sound messages are also available and video chats are too. On the other hand, social media also brings many communication challenges. For example, miscommunications are easily made online than in real life as you are not face-to-face explaining with gestures and physical examples.

What is assertiveness?

Assertive people are not aggressive. They talk calmly but firmly and clearly. Some people mix these two traits up, misreading and perceiving people in the wrong way. Assertiveness is the capability of expressing yourself honestly without disrespecting other people. Assertive people stand up for themselves without being aggressive or manipulative but by being firm and clear about their points.

What communication skills are used in my business industry?

The most frequently-used form of communication is verbal communication. This uses a person's vocal cords to communicate with others, passing messages that need to be decoded by the receiver. Communication as a seamstress is vital as we work off of customers' reviews of our clothes, therefore we must talk about what clothes are in demand according to trends, weather et cetera. A lot of assertiveness and listening skills are used when sharing a point of view and listening to what is needed to be done.

References

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