



Skills for the Workplace
Module Assignment Submission

Student Name:	Kelly Forbes
Student Number:	2114235
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Introduction

I will explore the different modules of communication through the use of thoughts and information which between a group of people leads to a mutual agreement. I will explore the forms of communication, the barriers of communication and examples of communication practice. I will put together a personal development plan to help improve my communication skills.

Why is communication important?

The purpose of communication is to convey a message effectively to others. This process involves both the sender of the message and the receiver. However, messages can often be misunderstood by one or more of the parties involved. It is vital to get communication right in the workplace, for example when a manager needs to inform his workforce of potential redundancies. Misunderstandings in

the transmission of this message could lead to an unhappy and/or unproductive workforce.

Most relationships whether through work or socialising are based on talking and listening. sadly many people do not communicate effectively even after years of experience. they may say something without thinking. they may have bad facial expressions or bluntly ignored instructions. So this is why the meaning of thinking before you speak is important and why it is so important we work out our communication skills. If we don't get the correct tone of voice or the correct body language what we are trying to say can be taken incorrectly and the impact it can have on another person is unknown.

being part of the TEAM can also helps everyone also gives people the chance to

- voice their opinion without worry or fear
- to meet regularly
- to be kept up to date on what the team objectives are
- to help solve any problems together
- to create a supporting and motivating network for a calmer and relaxing atmosphere.

How do we communicate?

We communicate in several ways speaking, writing and electronically. This is done by encoding and decoding what we say or do.

we have :

Encoding and decoding ... where we have one sender encoding the message and one receiver decoding the message and the way they are transmitting a message whether it be spoken, written or non verbally.

1. Sender ... The sender is the individual who wishes to communicate a message.

2. Message ... The message is the information the sender wishes the person to receive and understand. The message is encoded by the sender

3. Transmission and noise... The transmission of the message is the actual sending it. This could be done via various verbal and written communications .For example email, letters, text, reports, face-to-face, telephone
4. Receiver... The receiver tries to interpret the message by decoding the words and symbols used.
5. Feedback ...The receiver feeds back their understanding of the message to the sender, to make sure that the message they received was the same message as the sender intended. This feedback can be a verbal or non-verbal response, for example saying yes or nodding the head.

Meaning of Encoding in communication

Literally encoding means to convert a body of information from one system to another system in the form of codes. Code is the system of symbols, signs or letters used to represent the secret meaning. According to John Fiske, coding “consists of both signs and rules that determine how and in what context these signs are used and how they can be combined to form more complex messages” .

Coding stands for the full ledged system of meaning to the members of the culture or subculture. It must be also noted that code and system are interrelated with each other. The effective communication process can be easily understood from the following diagram.

In the above process the encoder or source gives people shape to the message, idea or information or we can say that he encodes his message in a proper way in his mind and then he sends it to the destination or receiver. Then the receiver interprets the message according to his own mental level and experience. From the above statement, it is clear that without the source there is no concept of communication. So it is the most important element

Meaning of Decoding in Communication

It has been observed that the communication process is continuous. There is no end in it, because the one encodes the message and the other decodes the message.

A successful decoding is a skill (for example carefully reading and listening to a message for better understanding). Decoding means that the message which source has encoded then the decoder interprets the message according to his own mentality and experience. So where the message is simple and clear. Then the encoded message will be easily understood by the receiver. So he will easily and fastly decode his message again to

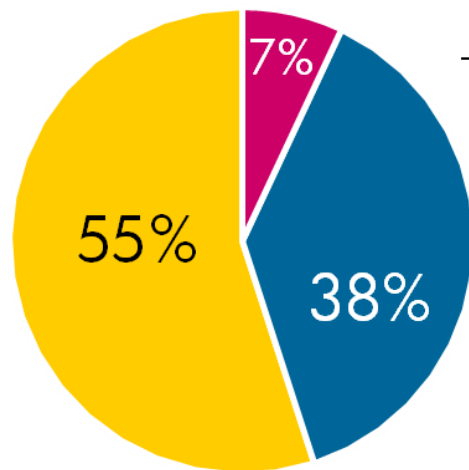
The source. So the process of communication will be in an intelligible manner and when it is received the receiver will easily understand the simple and clear message and then after using all his fine sense then the receiver decodes the message to the source.

mehrabian's

professor Albert Mehrabian has pioneered the understanding of communications since the 1960s. He received his PhD from Clark University and in 1964 commenced an extended career of teaching and research at the University of California, Los Angeles.

He currently devotes his time to research, writing, and consulting as Professor Emeritus of Psychology, UCLA. Mehrabian's work featured strongly (mid-late 1900s) in establishing early understanding of body language and non-verbal communications.

- 7% of messages pertaining to feelings and attitudes are in the words that are spoken.
- 38% of messages pertaining to feelings and attitudes are paralinguistic (the way that the words are said).
- 55% of messages pertaining to feelings and attitudes are in facial expressions.



Dr. Albert Mehrabian's 7-38-55% Rule

Elements of Personal Communication

- 7% spoken words
- 38% voice, tone
- 55% body language

Figure 2.1: The Osgood-Schramm model of communication. Sources: Kiss Png, 2018; Web Editor 4, 2017

my own communication

WE completed a questionnaire that helped us identify what kind of communicator I was.

Completer-Finishers are the people who see that projects are completed thoroughly. They ensure that there have been no errors or omissions, and they pay attention to the smallest of details. They're very concerned with deadlines and will push the team to

make sure that the job is completed on time. They're described as perfectionists who are orderly, conscientious and anxious.

However, a Completer-Finisher may worry unnecessarily, and may find it hard to delegate.

- Strengths: Meeting deadlines, quality assurance
- Weaknesses: Over-worrying, reluctant to delegate

mine said that i was a

Action-Oriented Roles	Shaper	Challenges the team to improve.
	Implementer	Puts ideas into action.
	Completer Finisher	Ensures thorough, timely completion.
People-Oriented Roles	Coordinator	Acts as a chairperson.
	Team Worker	Encourages cooperation.

Thought-Oriented Roles	Resource Investigator	Explores outside opportunities.
	Plant	Presents new ideas and approaches.
	Monitor-Evaluator	Analyse the options.
	Specialist	Provides specialised skills.

The above was Developed by Meredith Belbin in 1981, following nine years of study and has become one of the most accessible and widely used tools to support team building. The team roles were designed to define and predict potential success of management teams, recognising that the strongest teams have a diversity of characters and personality types. Has been criticised due to its potential oversimplification and 'pigeon-holing' of individuals. However, when used wisely to gain insight about the working of the team and identify the team strengths and weaknesses it can be extremely useful.

Belbin describes a team role as "a tendency to behave, contribute and interrelate with others in a particular way." There are 3 action oriented roles - Shaper, Implementer and Completer Finisher; 3 people oriented roles - Coordinator,

Team Worker and Resource Investigator and 3 cerebral roles - Plant, Monitor Evaluator and Specialist. The 9 team roles are summarised in the table below.

factors of motivation

need: these are psychological or physical needs such as hunger, thirst, fear, love of even just friendship.

values: what we as people consider to be most important to us as in good manners, family, health etc.

goals: what we work towards and what goals we would like to achieve for example: to look better or to purchase a new car or house or or to go on holiday.

so what motivates us? without a proper balance many tasks will be difficult to complete for example

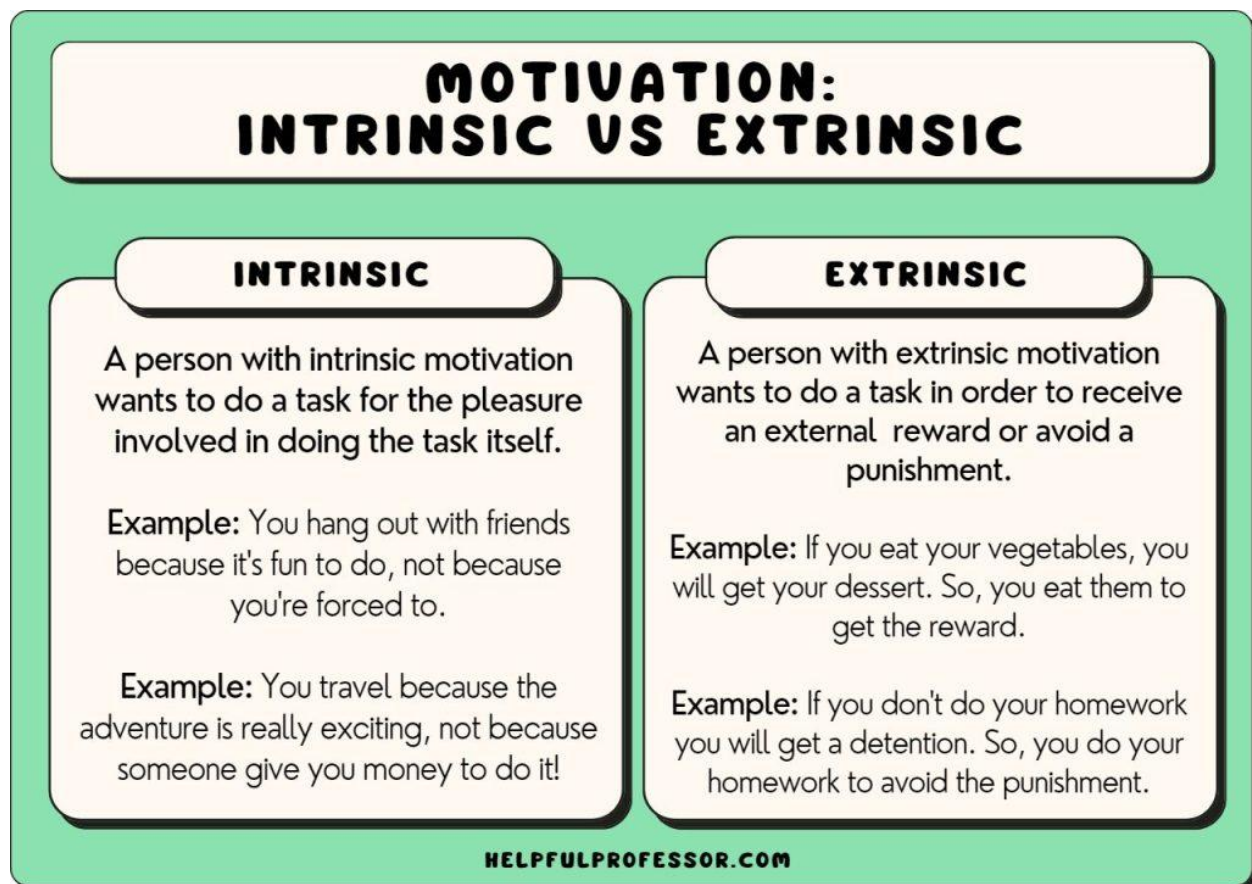
- a person may have no desire to gain approval from management or bosses
- Some people may not be working for financial reasons but just because they enjoy the social aspect .

There are two types of motivators:

intrinsic motivators: this makes someone happy but may not directly or indirectly benefit them

extrinsic motivators: this makes you happy by benefiting them

Factors of motivation are an important component of every business or organisation. Knowing how to motivate ensures that the organisation functions effectively and efficiently and that projects and deadlines are completed on time and accurately.



Motivation factors determine both negative and positive staff experiences, and knowing the proper motivation factors to use for yourself or your team can help increase overall employee productivity and satisfaction.

Lots of factors in the workplace can affect motivation levels.

Relationships with colleagues and Team work

Good relationships at work may motivate people to want to come to work and to enjoy working with people that have a similar outlook and work ethic. Motivation is increased if everyone is pulling their weight and working together. If people are not working together and making others lives more difficult at work this would lead to people being less motivated, due to unhappiness, stress and a feeling that things were unfair. People will tend to want to work hard and do well to support colleagues if they have good relationships so as to not let them down and this creates a motivation or desire to perform well.

Development opportunities

In the workplace if there are opportunities for career development then team members that wish to progress will be given the incentive to work hard and the drive to do well. The chance of promotion within a workplace for certain individuals is desirable and would therefore cause them to work to try and achieve this. Having development opportunities also creates a workplace that shows they are interested in the people working there and in turn could promote a good work ethic. Recognition for work done through development is a reward that people may strive to attain. Increase of self-esteem and confidence also increases motivation and productivity in the workplace. If development opportunities don't exist people may feel there is no reason or reward for working hard.

Communication

Communication that is honest and frequent between workers and managers can influence motivation. Constructive feedback helps to develop employees by helping them to improve but they should also be praised for things they have done well. Having good lines of communication helps people to understand what they are doing, which

boosts confidence and decreases anxiety and stress. This in turn will drive people to work hard. If good communication is not in place people may be unsure of tasks and feel anxious and be less driven. Having the element of reward from praise via communication is also a motivating factor to employees. Where communication breaks down motivation can drop as people feel confusion and may lack trust if there is no transparency and openness.

Reward

Reward is an extrinsic driving force that will motivate many people in the workplace. Bonus schemes or pay increases can give people something to strive to attain and therefore increase their willingness to work hard to get these. This can be a short term reason for motivation as once the bonus has been achieved the drive of that individual may subside. Also if you work hard to achieve a bonus and fail to reach the target set to be awarded this could affect confidence and cause low self-esteem and therefore reduce motivation further.

Home factors

Individuals may have different circumstances at home that can affect theirs and other people's motivation. If for example someone is the main earner in the household they could be more motivated to achieve and strive to develop their careers. They may need to do well at work to provide for their family. Someone with children at home and who is a secondary earner may not feel financial reward or development in their career is that important so may not be as motivated to perform at work. If someone takes time off frequently to take care of children this may impact other team members as they will have an increased workload. An example in my own life is that when I had a younger daughter I was less driven at work as it was a part time job and I did not want any development or growth in my career. As my daughter grew up I became more motivated and wanted to work harder to progress my own career and my personal achievements at work became a lot more important to me.

Motivation is personalised to each individual and their needs, values and goals and also their desire to pursue such goals or maybe gain a better qualification with them are translated into action within the workplace.

Conclusion

To conclude, communication is very important in all aspects of life whether it be in work or at home and is much more complex than just speaking to people.

I have looked at why communication is important, how we communicate with one another and also my own communications skills.

I have looked at how I can improve my communication skills and have completed my personal development plan to keep a record of how I am improving.

I also completed a presentation to my class on effective team learning and have asked for feedback from my classmates in order to add my weaknesses to my personal development plan.

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Appendix 1

What do I want to learn?	What do I have to do?	What support and resources will I need?	How will I measure success?	Target Date for Review
become more confident in group discussions	start including myself in group discussions	I can ask my tutor to help.	pdp make a goal to have done it at least once and joined in more	1/5/23
overcome my nerves	mock presentations interview techniques	online courses online	feedback from the course become more confident	1/5/23
learn to speak slowly and clearly				

Appendix 2