

Effective team work and communication

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Executive summary

Communication is the expression of our thoughts in form of verbal or written via channel or medium from speaker or sender to receiver or listener. An effective communication is needed to be established in every business community. Poor communication can harm the growth of business and create misunderstand each other. Communication skills can be developed by little guidance of a trainer. Communication can also keep smoother by maintaining the healthy environment and need to understand the speaker's thought and reply him accordingly.

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Introduction:

This report will follow the every aspect of communication, including skills for communication and the literature of communication model. Model of communication will be elaborate in this report with proper examples. Example of poor communication will also be discussed here. At the same time it will also be elaborate here that how to improve the poor communication in the field of business. Communication skills of an employee are so needed to leave an impression to a client that will be discussed here too.

Models of communication and communication skills

Definition of communication:

Communication is a very crucial part of any business field to grow up. For this purpose, every business developers are upgrading their internal and external communication skills.

Communication can be defined as the process of exchanging information by speaking or writing or via other types of media like telephone, email etc.

Hence, different well known communication models are discussed below:

Model of Communication:

Shannon and Weaver Model (1948)

Shannon and Weaver both are American, jointly write an article called “Mathematical Theory of Communication” and Shannon and Weaver’s model of communication too. In this article they specially made a design to develop the effectiveness of business communication between sender and receiver. According to their research they found that ‘NOISE’ affecting the communication process in every stage. At the time of beginning the model was helping to develop The Technical Communication, but sooner it spread up in the field of Communication.

The concept of model was dealing with “Noise, Transmitter, Channel, Information Source, Message, Receiver, Information destination, Encode, Decode (Simons, and Roberson, 2020).

Sender- is one who creating the messages to be send or the selector of information source.

Encoder – is a transmitter which converting the message into a signals.

Decoder –is a process of conversion signal into a message.

Receiver – is the destination where message to give or receive.

Noise – generally distracted the message and badly affect the flow between sender and receiver.

During the transmission of message from encoder to decoder through channel noise from crowd, horn, thunder etc. can affect the whole process.

Example: Employee of an organisation called one of their employee to bring a important file to his desk. This time the media was telephone. Between their conversation noise appear and distracted the message. The result was transmission error and receiver employee unable to understand the message (Thorne, Bultz, and Baile, 2018).

Schramm Model of Communication (1954)

According to Schramm's explanation in his article, coding and decoding both are very essential process to complete an effective communication. Without this two, transmission of information cannot be processed between two individual. The information will be unable to use unless or until the receiver decode the information what sender wants to convey. Schramm enlighten a very important part of communication that is, when sender not getting any response from receiver it will be incomplete communication. Schramm research says, communication is two way process or two people thought exchange process. If first party is not getting any response from second party then it will be grant as a communication failure (Kursh, 2019).

Example: A company's employee called another employee and asks to bring the balance sheet, but the other side kept mum and did not respond so the communication is incomplete. If the receiver employee is busy in something then he could say something, as speaker not getting receiver feedback communication was not complete.

To complete the communication between two individual this is the responsibility of receiver to give a feedback to speaker. If the receiver has any doubt with the message or information then it must be cleared to the sender or speaker too. Only then it can be consider as a complete communication. It is necessary to complete the circle, once receiver received any information or message then pass a feedback message to sender.

Schramm also said, individuals background, knowledge, culture, experience are also has an important role to complete a communication (Elleström, 2018).

Example: Boss asks his driver to bring something hot as he is stressed out. Driver comes with a bowl of soup. Boss was expecting a cup of tea or coffee, so this is neither boss fault nor the driver. Both are from different background and they could not understand the thought of each other. Therefore this is an incomplete communication.

To get a conclusion of this model of communication, there is two things are need to be understood from this model. Once sender passes information to receiver, the receiver needs to understand sender's thought and give a feedback to sender. A complete communication is needed to be cleared what speaker sending to the receiver and receiver confirming to speaker that the information is understood (Kincaid, 2017).

Berlo's Model of Communication

Berlo's communication model is known also as SMCR model. S Stands for Source, M stands for Message, C stands for Channel, R stands for Receiver.

Source – Information comes from sender. Sender is the source of information. Sender should carefully put the thought into words with help of the culture, knowledge, attitude, communication skill and social system.

According to Berlo's model, culture representing the cultural background of speaker delivering his speech.

Knowledge is not regarding the speaker's education or degrees. It's about the clarity of the information or it's about how speaker clarify his thought to the receiver. Other side think or read the message as much as possible, then give the reply to sender or speaker.

Attitude is the very important thing to create long lasting impression to the receiver. If the sender is a very good speaker but have not attitude enough, then he will never leave an impression for all or receiver (Blythe, 2018).

Communication skill is also very important to maintain a communication between two parties. It is very important to know, how to complete a sentence, where to make pauses, where to repeat, how to pronounce the word etc. This is important to maintain the balance between speaker and listener. Pronunciation should be good enough for speaker; otherwise it will be lead to a bad communication for both of them.

Social system is about to where speaker delivering the message and what kind of message should be delivered at that place or person. If somebody of a company speaking to a person who is not belongs to his company, then the message should not be related to speaker's work, otherwise the listener would be less interested and communication turn into a boring conversation. If they belongs to a same field then it will be a completely interesting communication to both of them, when the communication regarding the work.

Message – Encoding the thoughts or put thoughts into word, will create a message. Creation of a complete message depends on structure, code, element, content, treatment (Saud, Jufri, and Rahman, 2019).

Structure should be maintained to make a desired form of message. Message should be in order, and well structured.

Gesture, language, expression, body movement these all are actually codes of message and should be accurate. Otherwise the receiver will not be able to understand the information, or decode the message.

Lots of hand movement, gesture, posture, expression all are helps a communication to be more impressive. These all are elements of sentence. Without these a communication will be definitely an ineffective to listener (Turaga, 2016).

Content is a script of a conversation. This is a base of any communication.

Speaker should treat there speech by the value of importance. If someone is suspending somebody of a company, then the assessee should careful about treatment of his feedback. His speech cannot be casual. The way he conveying his speech, it should be more accurate than a casual conversation.

Channel played a very important role to complete the communication. Channel is a medium that bring the information from sender to receiver. Hence if anybody talking with somebody via telephone then the system they using to communicate with each other can be consider as an example of channel. To make it simpler let's take another example, boss has sent an email to his

employee; here internet is the medium or channel of their communication. Without medium or channel, information cannot be moved from sender to receiver (Stead, 2019).

Receiver's main role is to receive or listen the information properly, and understood the message. Receiver need to be very careful about what information he has received and give feedback accordingly. This process is also known as decoding. The receiver must have the knowledge, skills, to decode the information; otherwise the communication will be incomplete. Sender and receiver both have to be the same field, understand each other information. Receiver has to use his best skills and knowledge to understand what the information speaker tried to convey. Receiver's attitude must be proper to understand the message in a positive way. Receiver must have the knowledge of the subject, what speaker tried to convey. Speaker and receiver should be from the same cultural background and society too.

According to Berlo's model of communication, encoder and decoder should be from the same background; otherwise the communication can be incomplete, which is not applicable sometime in our real life (Gillespie, and Schiffman, 2018).

Examples of poor communication in workplace

Poor Communication

Poor communication is, when receiver can't receive or decode the message or the sender failed to express his thought properly, it also occurred when the media or channel failed to pass the message due to any probable reason (Chandler, 2020).

Example - One of my friends called his boss and requests him to sanction his leave which is pending from last five days. In the meantime noise appears from his television, and his message could not convey properly. He did not get any response from his boss too. He thought his

message should be understood by his boss and desperately took leave for seven days. After seven days when he entered his office, he got a mail from his boss that is “your leave application was not sanctioned, so you will be charge back for your leave”. So if my friend turns his television off during the conversation, then his communication could be clear. At the same time his boss was mum during the conversation, if his boss passed his feedback to my friend that he did not get the message due to noise then also it could be a complete the communication. After the whole things appear, the mail he got from his boss, it is also can grant a miss communication. Because this times my friend did not mail back to his boss. This time my friend’s attitude paid a lot.

Another incident was happened with my friend like his junior employee has called him and wants to convey a very important message. He always interrupts the speaker, and goes on and on. So the junior employee became frustrated with his behavior and put the phone down. Next morning my friend went to office and found the office was closed for that day. So if he at least listens to that junior employee, he could away from the fuzzy journey for that day (Al-Fedaghi, 2019).

Recommendation of dealing with poor communication in the workplace

Recommended processes for reducing poor communication in the workplace are described below-

There should be conducted a communication skill development training at every business place. Employee must have the social sense to ask doubt clear questions to the speaker, it is important to make communication effective.

To be a good communicator, employees need to pay full attention to understood the information and make the speaker heard and understood.

Sometimes improving the body language and voice tone can be better option to be a good communicator.

Massaging skill and a best presentation always depends on cultural background of both who are communicating, this is to be handled very carefully.

These all steps will helps a company to develop there communication power.

Conclusion

All aspect of communications was followed properly in this report. There was no doubt, to be a good communicator, need to be a good listener first. All model of communication were studied well, and found that communication skills were important to develop in every workplace. All the poor communication examples were carefully discussed in this report. Recommendations for improving those poor communications were also suggested in this report.

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