

EFFECTIVE TEAM WORKING AND COMMUNICATION

ASSIGNMENT 1

CLASS:BMSW4002

REPORT

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1)- INTRODUCTION

Work is a set of organized and coordinated human activities to produce useful results. To do this, it must be done as a team while establishing communication in order to obtain quick and concrete results. So what is teamwork? How is communication in the workplace going? Our report will be to show the importance of teamwork on the one hand and communication techniques on the other.

2)- IMPORTANCE OF TEAMWORK

2-1 COLLABORATION

To facilitate the work, it is important to work as a team and to do this, it requires the collaboration of each member of the team. Working together allows us in my workplace to have the same vision of work and the same goal that we must achieve at the end of each day. Teamwork is a work carried out by a group in a climate of mutual aid and spontaneous cooperation. It's a psychosociological way of working. In a context in general, a team must be a real working group and not just a gathering of people. Each member of the team must work not individually but with all others to achieve a common goal. To do so, they must share common values and a vision of the work to be done. On the other hand, teamwork must be a source of development for its members. So while it is always possible to work alone, one is very quickly held back by one's own limitations. It is of course impossible to know everything, to know everything, and time is not stretchable. Also, the work that can be done by a person, even if it may be substantial, remains unlimited. A team is a group that can share ideas and values that create a bond between them. It is this link that will motivate them and

lead them to cooperate in order to successfully carry out the project entrusted to them. Note that in a team, each member must know his role and what he can bring.

2-2 A STRONG TEAM COHESION

It is important for us to get to know each other in our workplace. We in the clinic, this knowledge allows us to develop a team spirit in order to facilitate the working technique and allow the advancement and management of our patients in the patient circuit. The patient's circuit through the patient in the hospital. So only team spirit and collaboration can help to carry out this work. Reason why getting together is a start, staying together is progress, working together is success.

3)- COMMUNICATION TECHNIQUES

3-1 THE IMPORTANCE OF COMMUNICATION IN A WORKPLACE

Communicating is also sharing with others, in the clinic communication with our patients starts from the dialogue we as medical secretary how is communication first with our patients?

Then the medical secretary is at first the intermediary between the patient and the doctor. When we receive the patient, we communicate verbally in order to have certain information about him, so that we can open a medical book after having this information the continuous communication with our working team in order to transmit his notebook and then his care by the nurse and then by the doctor. We strive to maintain positive relationships between us team members. This allows us to gain a sense of security loyalty and self-esteem by the group that meets their individual needs. We have developed a series of important activities for maintenance. It is a series of behaviours that maintain the team as a system of social functioning and avoid antagonisms and emotional conflicts in order to better manage our patients and their care. Also for our work team to be effective it was important for us to promote the interpersonal relationships and skills needed to work together over time. Beyond the advancement of the patient's care and circuit in our clinic thanks to the experiences of each one, teamwork is ideal for developing the skills of less experienced employees. As a medical secretary, having not yet really acquired a long working experience, in clinically the collaboration with my collaborators has allowed to have the working spirit to acquire new knowledge especially in the practical setting but also the good human relations.

3-2 COMMUNICATION TECHNIQUES

To facilitate collaboration, team spirit and communication a multitude of tools will have appeared for good communication and rapid communication. The communication tools in our clinic we use computers with which we can share and make public a document with other colleagues, so with this tool we can easily exchange with other doctors who are either in other cities or countries by transmitting them or the results of the examinations or the medical record of a patient by email.

As another tool, the mobile phone thanks to him we communicate with our patients either to remind them of their appointment or to change their treatment, then the phone allows us to send both messages in case the patient does not answer the phone call, it also allowed us to make the audio calls.

. There are also posters, for example, with the pandemic that is currently raging in the world. We made posters that we pasted on the premises of the clinic, in order to raise awareness and show

them the preventive measures against this disease. Also with the development of technology communication is easier.

In our service we use software called 'Medicine' this software brings together a set of programs that allows us to have access not only to patient records, follow-up, invoices and also to have access to all our patients in the clinic.

So this software allows us to have the overall view on all documents.

3- COMMUNICATION TECHNIQUES

Let us first note the basic techniques of communication before talking about communication tools.

In our hospital structure, the basics of communication are paramount

3- 1-ASK QUESTION

3- 2- LISTENING

Very important technique in the field of medicine, know how to listen to patients. Listening is first of all to be silent and to have an attentive ear to the patient because listening is the most obvious and effective communication technique. This listening allows us to detect the patient's problem, taking part in the reasons for his coming to the hospital. Also listening allows us or it is a way to establish a relationship and a satisfied climate between us and the patient. What we do at this level is to identify the important points of the patient's argument, his gestures, his mimicry to anything that reveals the feelings because everything he says is very important in his management.

3- 3-THE SPEECH

As a medical secretary, dealing with a patient is very important because the patient expects you to give him the procedure to follow throughout his circuit in the hospital. So he expects answers that can build him up after taking the trouble to listen carefully. This also requires an open and simple reformulation of the nature of the patient's problem to ensure that the response he expects from you meets his expectations.

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Asking questions the first step of patient care in the clinic, this technique allows us to have patient-specific information. These are delineated questions that require precise and relevant answers, because it is through these answers that we can better follow the patient. For example, what's your name? How old are you? Your phone number? Your home? Your allergic history? The rest of the questions are asked by the nurses and finally the doctor in order to be able to make the diagnosis. In short, these questions are questions of patient guidance.

3-4-THE REFORMULATION

It is an oral intervention that aims to repeat with other words in a more concise or explicit way what has just been expressed by a person. Reforming serves to improve listening, to encourage

everyone's speech to highlight it. It also serves to rectify, to check in nuance what has been pronounced.

After listing the communication techniques in the workplace, we will display the communication tools.

4-COMMUNICATION TOOLS

First of all, the communication tool is a medium that allows information to be disseminated and messages to be conveyed to target audiences. Every company has to establish good communication either internally or with external players to develop its business and sales. Communication is a formidable weapon to be used with subtlety to do this, it must have communication tools in order to effectively manage the organization. These tools are used to better exchange information, promote the image, generate the business. In other words, these communication media are vectors designed to convey messages through communication channels. So we will categorize these tools into two categories: THE INTERNAL OUTILS, THE EXTERNES OUTILS

4-1 INTERNAL TOOLS

We can note the scripts and orals.

Among the scripts we have internal bulletins (for example in clinic we have exam papers, pay slips...), reports as a medical secretary, we make patient reports, reports.

The orals note meetings and videoconferences that are organized in the clinic once a month, and finally the agreement of the collaborators.

4-2-EXTERNAL TOOLS

-VISUAL communication: in this one, we note the clinic logo, the name and signature of the company.

Corpo rate communication: we note the answering machine and the waiting message, the signing of emails, newsletters, the annual report.

-MEDIA communication: in a general context we have: TV, radio, cinema.

The publication press with advertising insertion, advertising-redactional, reportage. We also have the posters; as a poster there are prospectuces, urban displays. There is also the press conference, press files and press release.

Loyalty tools; loyalty cards, the satisfaction questionnaire.

-communication in the workplace, in our clinic, our uniforms are communication tools, the secretary has her work clothes, the doctor has a different outfit than the secretary and nurses, the same for nurses who have theirs. This is to specify the status of each of the employees of our hospital. Also, not to mention the display techniques that serve as a guide for patients in the hospital when the

hospital wants to leave one ward to another, for example if he wants to leave the ophthalmology department in the laboratory department.

Conclusion

In conclusion, our job was to report briefly on teamwork and workplace communication. After this analysis and by the inspiration of some articles that have edified us better on the issue, it emerges that teamwork and communication are inseparable because a team can only provide good results if there is transparent and effective communication. Also good internal communication is one of the basic rules of teamwork.

HOMEWORK

MARIA and PEDRO

Pedro works on a building site and Maria is his wife.

One day Maria phoned Pedro.

'Hello, Pedro, when you're coming home, see if you can get me a chicken.'

'Okay,' replied Pedro.

When he got home, Pedro took off his boots and coat and went into the kitchen.

'Maria, where are you?' He said.

'Here – in the sitting room,' she said.

When Pedro went into the sitting room, Maria said, 'Where is the chicken?'

'What Chicken?' Asked Pedro.

The one I asked you to get on your way home.'

Oh, no! I thought you said when I come home I will see you in the kitchen!

Q: Why do you think Pedro misunderstood Maria?

Because Pedro works on a construction site so there is a lot of noise

Q: Whose Model of Communication explains this confusion and why?

Shannon and Weaver Model of Communication because this communication model makes you understand the confusion that is around you can be a problem in understanding the message you are receiving.

Q: How could this have been prevented?

I believe that this could have been avoided if Maria would have used a different method of communicating with Pedro

Q: Whose Model of Communication explains how it could have been avoided?

this communication model is called SMRC (source , message , receiver , channel) this could have been avoided if the message sent would have been clearer in getting the message to the receiver and understand that he was in a place with a lot of noise

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