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Introduction

Communication has been one of the major aspects of human life and existence. As we all engage in the process of sending our own thoughts, ideas, feelings or emotions unto one another, it becomes a form of communication.

As humans, we all have a common form of understanding what the other person means or what the person is trying to communicate to us and this may be either in words, questers, texting, telephone, voicemail, email, online, letters and media (Botu, 2021, slide 3). This to me, makes communication an ongoing process because it never stops. Even when a person takes his or her last breath and the lifeless body is there, it communicates to the people or families and loved ones around that, the person is no longer with us and that is the end of seeing or

getting to know more about that individual. Every organism has a way of communicating information to one another in a manner that can be understood, and feedback may be given. There must be a sender and a receiver of the message.

Communication

As information is exchanged through means of communication, we are transmitting messages from sender to receiver through a channel. The receiver must decode that information to make a meaning out of it. Communication can be verbal and nonverbal. Both verbal and nonverbal can transmit messages and we must pay attention to whatever message we send across. Body language and other nonverbal actions are very important to be observed in order to avoid sending wrong signals to people. Our appearance at work and other places talks more about who we are without saying any word. Professor Botu indicated that, body languages like smiling, proper eye contact acknowledging, and having a professional appearance create a comfortable work environment (2021, slide 10).

The three models of communication described in class, clearly explained the different types of how information is sent and, how each person processes it. But in all three models, the message must be sent through different means and sounds and be received for communication to be effective. When I see how my infant who is not yet able to express himself in words can make a sign or cry to show me, he is wet or hungry, it makes communication one of the most vital things in the world, with no boundaries to age or background. As children learn how to talk or communicate with people around them, they are very good in repeating sounds and other nonverbal cues of those around. Parent or guidance helped shape the communication skills of their kids.

“Evidence-based studies show that effective interpersonal and communication skills are associated with improved health outcomes. Ineffective communication skills are associated with malpractice claims and suits and errors” (Rider et al. 2006, p 127). This indicates that, for a company or any organization to have a healthy output and avoidance of errors, there must be a good communication system between staff at all levels. There will be no productivity without healthy and good communication. One must also consider that; communication skills and tools must be appropriate within the context of the culture of the people we are communicating with. Every organization needs healthy people to work therefore the environment must be healthy and

must be a place where communication is positive to enable staff to become healthy and bring out the best in them.

Communication is a very important aspect of human life, no matter where we find our self. Every organism has a way of communicating information to one another in a manure that can be understood, and feedback maybe given.

The Shannon-Weaver Model

According to our lecturer, The Shannon-Weaver Mathematical Model, 1949 is a leaner way of communication. The Shannon-weaver mathematical is an effective method of communication between the sender and the receiver with the help of noise through channel. As the sender encodes the message through a mode of channel like noise, the receiver then must decode and make a meaning out of it. Being a store manager for years and working in a cafeteria, I communicate electronically on daily basis. Every message I sent across and every telephone conversation must be clear and precise. I fax order to our suppliers, and I also receive invoice and any other memo from our partners. These electronically exchange of information are done with the intention of making my units needs meet which intends will bringing out productivity to the company. When I type and fax an official requisition form to my supplies, I am making sure that the electronic device will deliver my message to whoever am sending it to. The receiver may not be able to respond to my request immediately but at the end, I expect feedback of my request. At my workplace, I love to use fax machine to make my requisition because, it is clear, and I have exactly what I want listed on it like, the quantity, type and when I need it to be delivered. I believe that written communication will minimize interruption, and error as compared to the use of telephone. I always want to deliver what my customers want and on time.

Schramm's Model

Schramm's model of communication is one of the interactive ways to share ideas, thoughts and transmit messages. In this communication model, all parties involved become senders and receivers. The Schramm model is interactive. They can share their own ideas, lifestyle, cultures and their unique way of seeing things. There must be understanding between them to enable communication to continue.

As I work with people from different cultural backgrounds and environments, our way of communicating may be different. Therefore, it is important to create an environment that will allow conversation to continue to bring good productivity. As one encodes or sends a message, the receiver must decode the message in order to understand and interpret the message to be able to give feedback. Each person encodes and decodes the message. In a conversation at work, both participants must understand what the subject is and respond accordingly. "This model takes a classic approach to explain the flow of communication. It suggests that communication is a two-way path with the message continually passing between the sender and receiver" (Bhasin, 2021).

One of my customers had a concern and it was at a rush hour of the business. It was lunch time that most people come and eat so, at this period it is difficult to find somebody to sit down and chat with. But as an employee I need to listen and show concern to her needs. Listening is a major aspect of the Schramm model because it makes conversation fluid and communication becomes effective. "The ability to be a good listener is important in business and professional communication. Listen is vital for companies of all sizes" (Botu, 2021 slide 2). A good listener will be able to decode information well and that may avoid conflict or misunderstanding.

The Berol's Model

The Berol's model of communication is an opportunity for receivers to have the ability to interpret or decode the message as to how they understand it. Berol's model focuses on the emotion attached to the message. It can be our actions, attitude and even our own culture. Communication can be verbal or nonverbal. The vocal or written words becomes verbal while non-verbal are our action and body language without using any words. It is important to pay attention to our nonverbal cues. Nonverbal can be conscious or any unconscious movement of the body and it is a way of sending message to the person you are communicating with. When I am talking to someone and I use a hand gesture and frowned facial expression it can be interpreted as anger or frustration? Also, some cultures do not use eye contact and it is considered as rudeness for a child to look in the eyes of an older person when talking. Our culture has a broad influence on our communication and must be considered when communicating with people from different cultures.

Developing good communication skills goes a long way for individual relationship and on a professional level. It is important for workers to dress decently and according to the dress code of the company. Our appearance describes who we are and can influence our professional relationship. Being an active listener shows respect to people we are having conversation with. According to Professor Botu, “an individual’s listening ability can affect productivity, teamwork, the overall organization and your own success” (2021. slide 2, chapter 5). As a salesperson, I am expected to give my customers my attention when they want to talk to me. I once went to another shop to work, and I released there was so much tension among the staff. Apart from that, when customers are talking to staff, they will still be looking on the computer without any eye contact to the customer. Eye contact, smiles and good posture create effective communication environment which eventually increase in productivity. It is unfortunate to see professionals not well prepared in given presentation or leading a meeting. “Before any meeting, the addressee must prepare the agenda of the meeting and do complete research on the topic he wishes to speak on. Don’t just speak for the sake of it, instead do your homework carefully” (Juneja. 2015).

Case Study

The case study that I would like to talk about is Max the multitasker. Max had a great idea of opening his own business, but he did not consider the importance of customer service and communication. It is true he works ahead and get his customers through satisfied. But as the business grow and task become too much for him, he could have employed a part time person for customer service. The Schramm’ model of communication played a very important role between Tamara and Max. When Tamara called and made a request to change the date for her parent wedding anniversary, it was agreed on by Max. As all parties becomes senders and receivers. But Max was inattentive and did not pay attention to the conversation. Listening is an important aspect in this model because, it helps the receiver decode information correctly. Professor Botu also explained that, the average person remembers between 25 to 50 percent of whatever we hear as human. This indicate that even on our own normal and attentive way of listening, we cannot remember all what was said. There was clearly a barrier of communication of physical destruction. Max was already on his cell phone with another customer and instead of him to finish that conversation before attending to Tamara next, he combined both and got distracted of the information that was given to him. As a result, he now loses a customer and

brought pain and disgrace to his customer. This means that the receiver needs, and expectation was not met (Botu, 2021, slide2, chapter 5).

Poor Communication at home and work, and solutions.

A very trending problem that is affecting communication at home and work especially is the use of mobile phones. We can only use our phones when we take a break at work. But it is so common to see people using their mobile phone when you are talking to them. Instead of having eye contact and being engaged in the conversation, they keep checking with every beep from their phones. Slowly mobile phones are taking away the interpersonal communication we need as human.

This problem can be solved by making sure everyone is verbally communicating and giving feedback to avoid errors. By doing that, the work environment is now becoming friendlier and more peaceful place to work because of good communication among staff and customers. By focusing on the Berol's model, we are ensuring that our emotions, action and attitude correlate with the words we are saying.

Conclusion

Communication is the tool to success in every institution no matter how small it is. Good communication increase productivity and even the health of the people. Therefore, let all practice and be mindful of both verbal and nonverbal communication.

Citations

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