

EFFECTIVE TEAM WORKING AND COMMUNICATION

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MODULE CODE: BMSW4002

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LEVEL: 4

GROUP NUMBER: 15

Lecturer's signature:

Date:

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INTRODUCTION

Teamwork is a valuable skill used by everyone to accomplish a task and achieving a goal. This consist in having a group of people, where each person with their strengths and weaknesses completes the other. These different bodies work together to achieve one common goal. For example, high unwavering domain, like , aviation, have indicated that the appropriation of institutionalized devices and practices is a successful system in upgrading collaboration and decreasing danger (M Leonard, 2004)

Communication is an indispensable aptitude utilized by us every day. This expertise is the demonstration of making an impression on another individual called, collector with the goal of acquiring an input.

This straightforward demonstration can be accomplished verbally, by utilizing instruments like up close and personal or by utilizing the phones, utilized in a working environment to send messages, cautions or guidelines into the different workplaces. Moreover, this can be accomplished by composing and sending messages, updates, letters, and reports to each other.

There is also effective communication which is the act of delivering an information for the aim of building an understanding.

It is very essential to have this capacity in a few moments and events, if this is drawn closer expertly, it is very helpful and significant for the different kind of organizations, organizations, and associations. In a working environment, this aptitude has the motivation behind to keep up an unobtrusive and expert connection among manager and representatives, colleagues and every one of the bodies associated with an organization. As it is likewise known, these days, correspondence is a fundamental segment of the promoting in light of the fact that is helpful during exchanging, particularly when finished with worldwide colleagues.

Notwithstanding the past proclamation made, being the market incredibly aggressive, all organizations should have the option to convey through adverts and by doing so having the option to pull in more clients and upgrading their organizations. I am of the feeling that I have to improve my relational abilities in light of the fact that at whatever point I am in a scholastic or expert condition, I should be capable and sure to communicate in a formal or casual manner, so as to cause individuals around me and myself to comprehend. Acing this aptitude will likewise empower me to improve scholastically and will help my profession.

I work in a Nigerian restaurant named, Lush Bar, here we serve a vast number of delicacies that have origins from Nigeria and Ivory Coast. Here it is quite important to have an effective communication skill because in order to render an excellent service to all the costumers, all the bodies involved in the business and those in the premises at the time of the service need to work effectively together.

DIFFERENT TYPES OF COMMUNICATION

There are three different types of communication that are applied by all people daily. Some of them are used involuntary and some voluntary. These types of communication are respectively verbal, non-verbal communication all these are crucial, when used in a workplace or in a formal environment. For example, a study states that, both verbal and non-verbal communication skills might be a basic segment of curricular developments in ethnogeriatrics, for example, the OSCE. (Lauren G. Collins, 2011)

VERBAL COMMUNICATION

Verbal communication is that act that allows all individuals to exchange information orally. Any action that uses speech as an intermediary is part of the verbal communication. For example, any verbal interaction taken with a phone or with an intermediate is part verbal communication.

This type of communication is mostly valuable in an organization, by communicating orally with the use of phones, or with board meeting when requiring discussing about the progress of a project or the upcoming plans for the company. For example, if an executive director of a company to avoid misunderstandings needs to have an effective verbal communication skill in order to communicate more precisely and with clarity to his subordinates. In my workplace if effective verbal communication is not used between the workers and costumers and between waiter and chef, a lot of misunderstanding and bad services will arise. If that happens a lot of costumers might be lost causing a severe negative impact for the business.

NON-VERBAL COMMUNICATION

Non-verbal communication is a non-linguistic act of spreading an information to different individuals. This unlike verbal communication is not done vocally but it is done in different types of ways. Non-verbal communication includes the tone of the pitch of the voice, facial expression, and gestures shown through body language. It is quite vital for a leader to understand his or hers followers' non-verbal attitudes. (Lunenbourg, 2010)

It is quite important for everyone to be in control of their non verbal communication in a workplace in order to be able to be reliable a must demanding. For example, in my workplace mastering this type of communication is crucial because the impact you have on the costumers will determine how well you performed. When serving a costumer, your body language counts a lot. You always need to make sure to be on the right posture when serving a client, even if new at the job, always be confident when interacting with costumers, aim to have an eye contact with whomever your serving and smiling no matter how rude the costumer is and lastly make sure to dress smart and nice to make the a positive impact. By doing all these most client when paying their bill, tend to give me a tip for the excellent service rendered to them.

THEORIES OF COMMUNICATION

A model is a disentangled depiction in realistic type of some part of the real world. A model of correspondence tries to show the

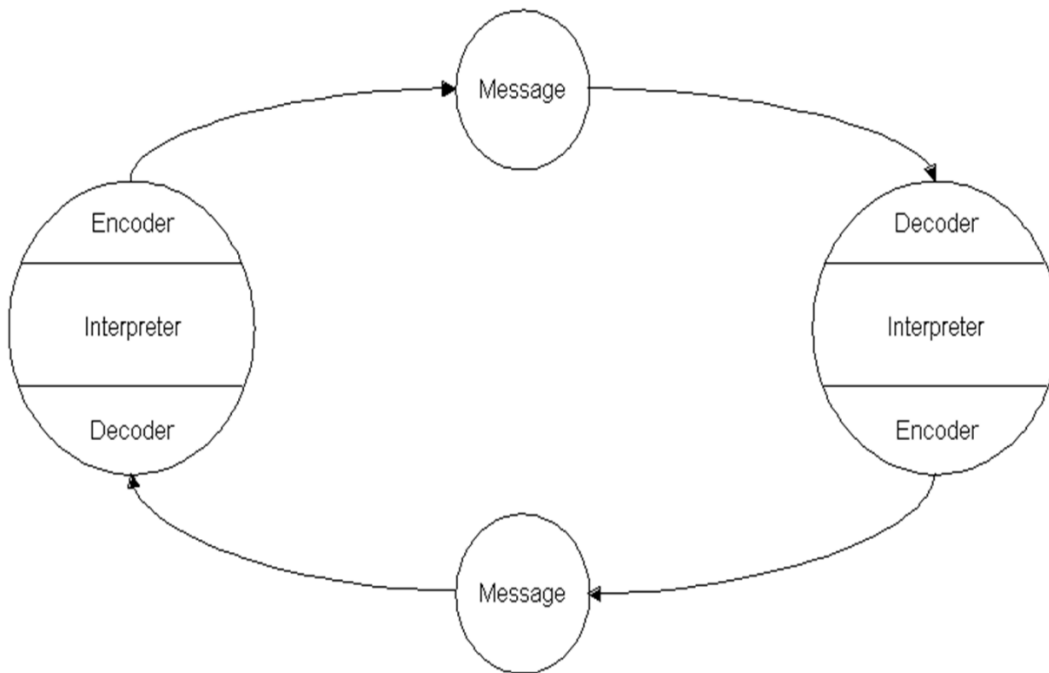
principle components of any structure or procedure of human social activity and the relations between these components, in addition to any stream or trade that happens. In the various lessons three different models of communication were studied. These are respectively called:

- Schramm's model of communication 1954
- The Shannon-Weaver mathematical model 1949
- Berlo's model of communication

In the following paragraphs I will analyse each model with examples.

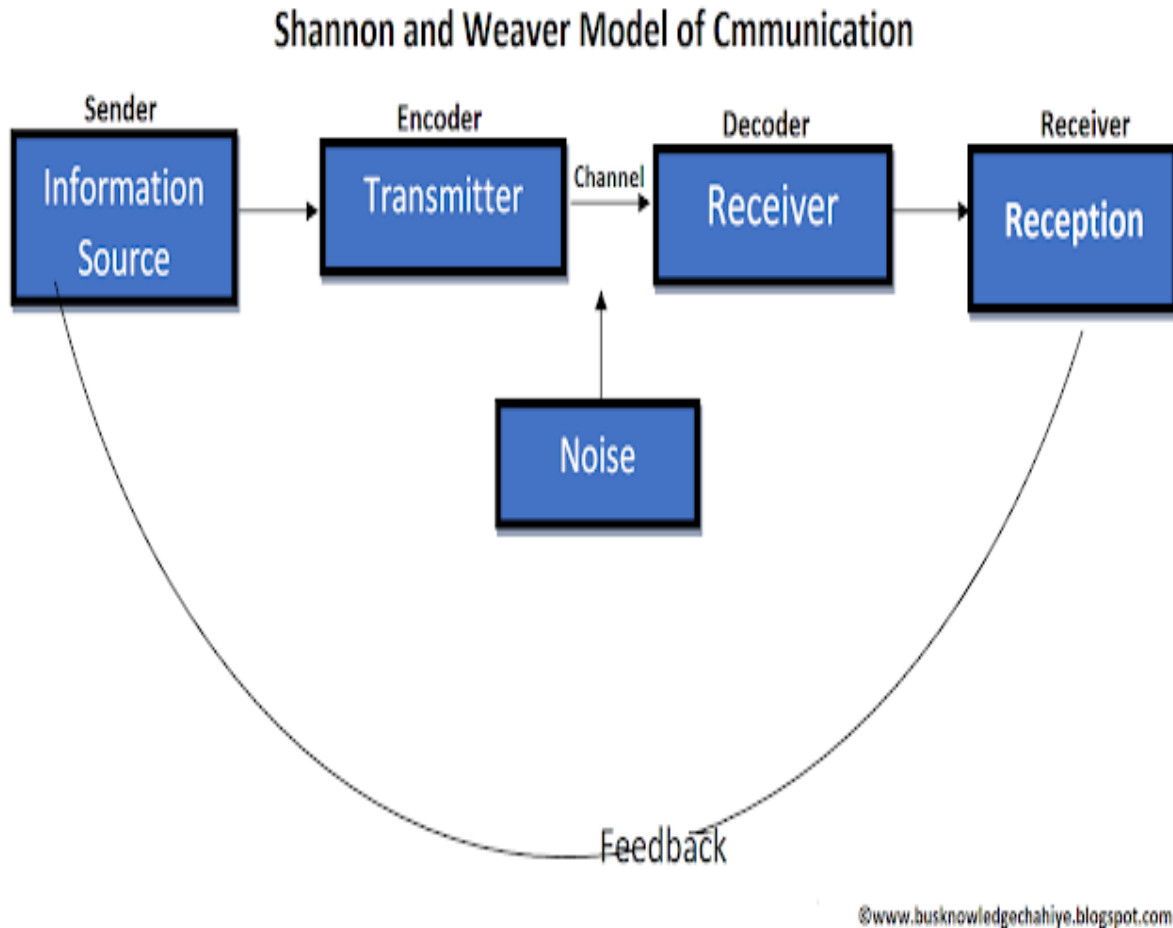
SCHRAMM'S MODEL OF COMMUNICATION 1954

Schramm's Model of Communication, 1954



The Schramm's Model of communication is one of the first models created. Schramm believed that planning for effective communication should consist of planning in the social psychological content of the message to be communicated. (Singhal, 2016). According to this model the sender formulates the message which is decoded to an interpreter also called receiver who encodes the message and sends a feedback to the sender. Is excellent to use this model in a workplace because, when for example a need a clarification on an order this become very useful.

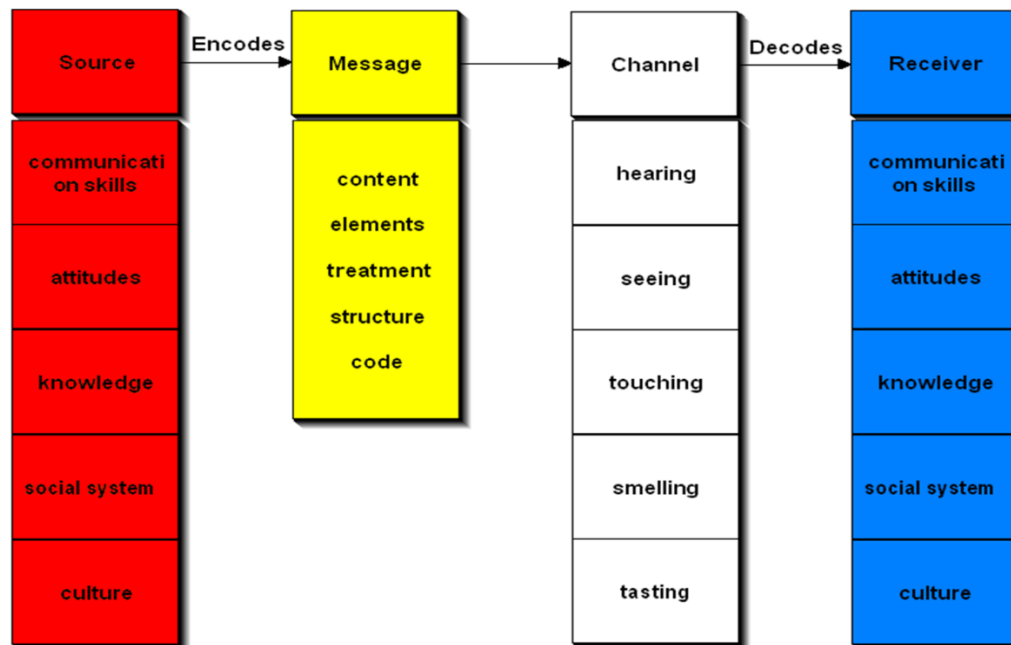
THE SHANNON-WEAVER MATHEMATICAL MODEL 1949



This model of communication is one of the most commonly use at a technical level. (Al-Fedaghi, 2012). In this model the information is sent to the Transmitter who encodes the message, that then goes through the channel where is affected by the noise and then gets to the receiver, who decodes the message to the receiver who then gives a feedback back to the sender.

BERLO'S MODEL OF COMMUNICATION

Berlo's Model of Communication



A Source encodes a message for a channel to a receiver who decodes the message:
S-M-C-R Model.

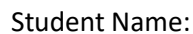
Unlike other models this one does not have a feedback but here the source encodes the message which goes through the channel and then is decoded to the receiver. This is valuable in my work premises, often used to place orders and take them to the kitchen.

CONCLUSION

In this report I gave a definition of teamwork and communication sustaining them with examples of how they can be applied in a workplace. Then I gave a general explanation on the different types of communication and then defined and analysed each of them. Lastly, I listed the three different types of communication and explained in what each of them consist and how they can be applied in a work environment.

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F. Meunier

1 hour. Please

Student ID: 1908381

Time allocated: return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.I. Read the following brief and write a business email according to the instructions.

You are the Director of Communications at your company and you would like a Supervisor, Mary December, to go on a training course in non-verbal communication because you have observed that her non-verbal skills sometimes send the wrong message. - Tell Mary why you are writing

- Say what you have observed about her communication skills
- Tell her how you think this course would improve her skills and her relationship with her fellow workers.

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In-class exercise 1

WORKERS.

Dear Ms. December,

Hope you are well, I ~~am~~^{am} currently writing this email to inform you of a pressing matter that has been bothering me in the ~~last few~~ past weeks.

For ~~week~~ two weeks now I have been observing you and I must confess I have not been satisfied with your ~~body~~ non-verbal skill.

I have recently ~~made~~ been made notice by most of your colleagues that you have showing unprofessional attitude. Last week, for example I noticed your insecurity when presented a difficult task.

In addition, you ~~prove to be~~ I myself noticed that you ~~prove~~ ~~anxious~~ and ~~nervous~~ nervous when your team is ~~under pressure~~ under pressure and instead of taking control of the situation you mostly ~~test~~ ~~test~~ for panic and by doing so ~~repudiating~~ causing caos and confusion around you.

I would suggest you to attend to a training course in non-verbal communication.

I am of the ~~of~~ opinion that by you attending this course you will improve your skills and take control over your fears and emotions.

This will also enable you to work better with yourself and with your coworkers.

I will be looking forward for you response and hope this email finds you well.

Yours sincerely,

Ugochi Precious Emejuru.

Lecturer's signature:

Ugochi Precious Emejuru

Date:

12/11/2019



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Exercise2: COMMUNICATION: A CASE STUDY

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In-class exercise 1

As you read their case, think about how you might help communicate with the employee to remedy the conflict. Answer the critical thinking questions at the end of the case and, wherever possible, say whose communication model is relevant.

BARRY AND HIS STAFF

Barry is a 27-year old who is the manager of a restaurant. He is responsible for supervising and managing all employees in the kitchen. Employees working there range from 16 years old to 55 years old. In addition, the employees come from varied cultural and ethnic backgrounds. For many, English is not their primary language.

Barry has a Health and Safety (Food) Certificate and tries his best to keep up with food safety issues in the kitchen, but he admits it's not easy. Employees receive "on the job training" about food safety basics (for example, appropriate hygiene and handwashing, time/temperature, and cleaning and sanitizing). But with high turnover of employees, training is often hurried, and some new employees are put right into the job without training if it is a busy day.

One day Barry overslept because he had been working on his car until 2 a.m. He was rushing around and realized that he didn't have a clean uniform. However, he managed to find one that was not very dirty. As he dressed, he realized that he needed a haircut and a good hand scrubbing, especially after working on his car.

When he arrived at work, he dashed into the kitchen and noticed several trays of uncooked meat on the work tops. They appeared to have been sitting at room temperature overnight. He called one of the kitchen staff and asked: 'Why did you leave the chicken out when I told you to put them in the fridge?'

The man replied: 'I heard you screaming but I thought you were trying to talk to the chef above the noise of the food mixer he was using. I didn't know you were talking to me'. Barry is frustrated and doesn't know what to do. He felt like he was beating his head against a brick wall in trying to get his employees to practise food safety.

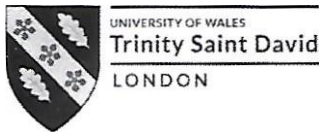
He has made many efforts to get them to learn how to handle food safely. He has put large signs all over the kitchen: KEEP HOT FOOD HOT AND COLD FOOD COLD and WASH YOUR HANDS OFTEN.

Questions:

1. What are the communication challenges and obstacles that Barry faces?
2. Which communication models can you use to explain Barry's problems?
3. What solutions might Barry consider in addressing each of these challenges or obstacles?

Lecturer's signature:

Date:



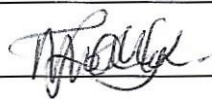
I am of the opinion that Barry hold very poor verbal communication skills.
His employees should be ~~trained~~ more trained and have most sit for online examination for the health and safety (Food) certificate as he did, before starting the job.
By what ~~is~~ I have read Barry does not have a good ~~relation~~ relationship with his employees rather he often shouts at them and never addresses them by their names, causing confusion and misunderstanding amongst the workers.

To explain Barry's problem I would use the ~~Shannon~~ Berlo ~~Weaver~~ mathematical model 1969. method
When Barry communicates with his employees, for example, when he was complaining about the trays on the work tops the ~~the~~ source, Barry encoded the message, but because of his body language ~~not~~ quite confusing it got lost and misunderstood in the channels by different types of noise.

~~addition~~ employees e
not ~~with~~ and when decision to send, a message
written note that firm
by using ~~is~~ building an excellent ~~re~~ professional relationship with his workers and making the business run with effectiveness.

Lecturer's comments:

Lecturer's signature:



Date:

12/11/2019



Effective Team Working and Communication – Tei
BMSW4002
In-class exercise 2

student Name: Precious Upochi Emejoro Student ID/Group: 1908381

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.I. Read the cases and answer the questions that follow

CASE 1: Mary was working on some paperwork when her daughter came into the room upset. As the child told Mary what was wrong and how she felt, Mary kept typing on her keyboard and said, "It'll be OK," and 'Everything will be all right.' She was confused when the child only continued to become more and more frustrated. Just then, Mary's phone rang and she was all excited when she heard her friend's voice. They spoke for fifteen minutes and when the call ended, she turned and said to her daughter, 'Oh, darling, that was Susan. I'm so excited about seeing her tomorrow!'. The child broke down and cried.

1. Why weren't Mary's calming words having any effect on her daughter?

active listener can pay
Because ~~while~~ she wasn't paying attention to the daughter, ~~as~~ Mary was giving more attention to her work than her daughter and when she received a call from her friend, she fully dedicated herself to it, making the daughter feel worse.

2. What could she have done to make the situation better?

helped us to hear what would have made her feel better
She could have ~~been left~~ leave her paperwork for some minutes ~~and~~ try to console and cheer up her daughter.

CASE 2: Steve was exhausted from work when his wife, Sally, came home. So he was quite annoyed when she began telling him all that went wrong about her day. He interrupted her and said, 'I'm so tired, can't it wait?'. The next morning while they were in the kitchen making breakfast, Steve said, 'Did I tell you what happened at work yesterday?'. Sally said nothing, but walked out of the kitchen.



1. Why was Sally upset?

The tone of her voice was rude.
Sally is upset because ~~the~~ Steve rudely interrupted her while she was telling him how her day went but expects her to listen to his story.

2. What could Steve have done to help the tension that had developed?

He should have said, he is sorry for what he has done.
Steve could have apologized for the previous day and ask his wife to finish her story.

Lecturer's signature: _____

[Signature]

Date: _____

10/12/2019



Effective Team Working and Co

BMSW4002

In-class exercise 2

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Exercise2: Writing an e-mail.

You are a teacher of Communication and have received this e-mail from one of your students:

Dear Sir,

I am writing to you because I am confused about Communication.

Could you please explain:

1. What Communication is:
2. The Shannon-Weaver model.
3. What is meant by non-verbal communication and why it is important. Many thanks, Lucy Mars.

Reply to the student and answer her questions. Use a diagram in your answer, if necessary.

From: *stevengran@gmail.com*

To: *lucymars@hotmail.co.uk*

Re: *communication.*

Dear

Lucy,



Communication is a vital skill used by each and everyone of us on a daily basis.

This skill can be used ~~both~~ for both academic and employability purposes. Communication is what help us to send a message ~~to~~ or information to an individual who encodes the message, which in verbal communication can be affected by the noise and in some cases can receive a feedback.

With the Shannon-Weaver model 1949, the information^(source) is sent to the transmitter who encodes it and send it to the receiver, now between the transmitter and the receiver, there's a channel where the message will be affected by the noise to then get to the receiver who decodes the message, which has arrived to its destination.

Non-verbal communication is your body language, which is vital because the way you position yourself can determine your intentions.

Hope this finds you well.

Kind regards,
Lecturer's comments:
Steven Crran

You were expected to use a diagram

Lecturer's signature:

Date:

10/12/2019