



Georgi Vangelov – 1913380

**Effective Team Working and Communication
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Akinesye Aluko**

**University of Wales
Trinity Saint David**

EFFECTIVE COMMUNICATION

Executive Summary

Communication skill of the employees and the managers is the backbone of any organization. Communication theories and effective communication skills are very important for an organization inside its workplace. Effective communication skills are able to produce a perfect working environment inside the workplace of any company.

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Introduction

This report is contained with effective teamwork and communication skills inside the workplace of an employee. The first part of this report has started with a definition of communication skills. This project is also covered by the importance of communication skills and the required skills of effective communication. The methods of communication skills such as verbal and non-verbal communication also written with this report. The theories of communication are going to be written in this project also. The effectiveness of communication skills is also going to write in this project with examples.

Communication

Communication reflects the skills and talents of each and every employee who are required for a capable team and development of companies. Communication skills help to create developed interaction skills between the employee and colleagues which can create a work-friendly atmosphere inside the workplace. It can smoothly go unnoticed without having any effective communication skills. Also, a better relationship between the employee by satisfying them for their effective effort in the assignment or task. In business organisations, productivity, as well as creativity, depend on exact communication skills among employees as well as good communication between the employees and management. Daily communication skills help each party to stay updated about each other's work. This knowledge sharing work as a catalyst can be profitable for any business industry or a company. Teamwork and communication are two different communication skills and both have individual key factors in the external affairs of the environment. These factors can be research, surveys, corporate office and sports. As well as inside the workplace of any kind of organization. Teamwork is very important for the industrial context and the goodness can be collected by the employees, managers, team leaders. These types of teamwork should be an effective one while preserving the ultimate benefits. It is also called two people are better than one; this is a universal truth for every kind of situation(Boissy *et al.*, 2016).

Importance of Communication

The importance of communication skills having an undoubted contribution to human beings daily life and workplace also. The main motive of effective communication is that the listener realizes and gets the information clearly and loudly without having any queries or doubts. It is very satisfying for one another with verbal information. Inside a workplace, effective communication skills are the key to relay their ideas and presenting oneself in front of other employees to climb the stairs of success in a competitive workplace. Managers and top leaders use effective communication skills for transmitting information or guiding to the other sub-leaders. As a contrast, top leaders use it to relay information to other employees and colleagues and workers, in turn, can use it to communicate with customers. Hence, it is the core of the organisation. It is the core of the environment to understand each other; without communication, people are like animals because they can't express their thoughts. In an office environment, the communication skills can be used for talking to each other, knowing each other, understanding each other, sharing their thinking, and the expression while communicating. Effective communication skills include with attention which is undivided, focus listening, use of right and direct words. The promotion and recognition of an employee are depending very much on his or her communication skills(Mercer-Mapstone and Kuchel 2017).



Figure 1: Communication Skills

Source: (Mercer-Mapstone and Kuchel 2017)

Importance of Effective Communication

It is very important to follow the effective communication skills inside the workplace.

Employee Engagement: Employee engagement is a very crucial part for the employees inside an organization's workplace. Effective communication skills help to understand the employee, and how they are getting motivation inside their workplace. In a competitive workplace atmosphere, motivation is a great blessing for the employees for their progress and overcoming the hurdles and obstacles that can arise on the path; this can be only possible with better and effective communication skills. Proper communication skills are all about connecting with people in an effective manner. One of the significant advantages of effective communication skills is that the employees are feeling more participating in the organization's goals and objectives. Good communication skills can provide the key tools or features to understand

requirements and the aim of an employee. For better and more bonding between the employees and the leaders, it is very important to know the goal of the employees, which can be achieved with effective communication skills of the leadership and the managers. The proper enhancement of employees can be done by the top leaders with the help of their effective, motivating and helping communication skills(Yildiz 2017).

Better Client Relationship: The relationship between clients and the leadership or employees of a company is very important for a business. With better communication skills, an employee can solve the conflicts and queries of their clients more effectively. Effective communication skills also included better listening and understanding skills, which helps in addressing and calculating the needs of their clients and their potential customers. Also, help their client to understand the features and benefits of their plan. Giving new information so that their clients feel more interested and welcomed by their offer. Inside a company, the potential customers and essential clients play a significant part in growing the industry in the market. To interact with the clients, an employee should have better communication skills to satisfy them; otherwise, they can cause big losses to the company. A great bonding between a company with its clients is very significant for the future growth of that company(D'Agostino *et al.*, 2017).

Productive and talented workplace: The productive and affective skills of the employees are very crucial inside the workplace of an organization. The managers and leaders should understand the talents and skills of their employees. Communication skills patterns follow these, and developing the ideas of identifying the communicative pattern helps the leaders of their team to seek better talent and skills in their team. The production department of an organization includes workforce skills as well as better communication skills to increase productivity and acknowledge the talents of different employees. The more production can gain more profit for a company and the employees can help to earn more profit with their talents(Khan *et al.*, 2017).

Methods of Communication

Verbal communication: This method of communication uses different languages to convey and to converse with others. This method helps to share information and express feelings which are called verbal communication.

Non-verbal communication: This type of communication helps to understand the expression by watching the opposite person's facial expression and body language. Sometimes inappropriate sounds can go wrong with incorrect expression.



Figure 2: Communication Skills

Source: (Khan *et al.*, 2017)

Theories of Communication

Schramm model of communication: This model reflects active participation of four factors that are crucial in an effective process of communication. The first one is the sender who is considered to be the information source and the sender shares a piece of encoded content that is termed as a message to start off a communication. The receiver gets the message and decodes it to acquire the knowledge the information has. There might be differences of ideas between how the sender interprets the information and conveys it and the receiver who gets the message paraphrases it due to differences of background, upbringing, situation, beliefs, experiences and

values of both parties. The key factor that causes the differences in ideas is known as Semantic barriers. Since both of the sender and receiver get engaged in this process possessing their individuality of ideas the communication can go on in a circular motion making it way more feeble. The communication skills model that is considered to be revolutionary and way ahead of time is the Schramm model of communication that states the process of communication is two dimensional. This model approves that mutual participation and understanding is the key to feeble communication which shapes the idea of communication in a circular way rather than linear. The Schramm model of communication is very effective inside of every workplace(Rauf *et al.*, 2019).

The SW model of communication: the Shannon Weaver model is another important model of communication. The final structure of the Shannon Weaver model consists of seven key components that mainly represent the concept of communication with the help of radio waves, electronic medium and many more. The first component of the model is the sender who generates or collects a message and passes it through the encoder that enables the process of translation of human language into machine language. After that, the channel receives the message that plays the role of a medium to transmit the message to the decoder. The prevalence of the noise is seen here. After reaching the decoder it helps the message to get decoded into human language again and now, the sender receives the message and understands it making the communication process feeble. First time when Shannon described the concept with a calculative depiction the theory used to look like a straightaway model. But later on, it gradually turned into a cyclical model due to the changes made by Weaver. This communication model of SW is also very effective inside the workplace and also in daily life(Bos–van den Hoek *et al.*, 2019).

Berlo's model of communication: Berlo's model of communication is one of the popular and overused models of reflection inside the workplaces of organizations. The ideas of communication orbits around the concept of the active participation of sender and receiver in a communication process making it effective and feeble. This theory plays a crucial role in conveying the message to the receiver. Then, the receiver is capable of understanding the message and makes the whole process of communication successful. However, there are various theories that defend Berlo's theory saying that a process of communication cannot be this much easy and there are so many key factors that can cause disruption in the process making it less effective or unfeasible. Berlo's theory of communication is considered to be the simplest one to

describe the concept of communication. Berlo's model of reflection is very effective inside each and every workplace(Baylor *et al.*, 2019).

Effective Communication at Your Workplace

Misunderstanding is a big issue in a human being's daily life and at the workplace also. It is one of the causes of conflicts. These problems can arise when the employee feels insulted in some sense or be used by their senior's employees, which can create a big conflict. It is to understand each other's feelings and emotions that require better communication skills. Unable to express the feelings and words to someone can create disagreement between them, while using communication tools as a short conversation, simple words, using information, helps the listener to understand much well without any query. Conflicts can also arise when emotional needs are not met(Benjamin, 2016).

For example- So many times an employee of a company fails to understand the task. In that case, sometimes other employees or sometimes the senior manager himself used to come to that employee to guide him or her through his or her proper communication skills.

Resolve or reduce Conflicts: Conflicts are very crucial for a company and need to carry those burdens and also solving them can be very problematic. These conflicts can be between the boss or leader and the employee or co-workers else it can be between the employee or the customers. The reason can be anything behind the conflicts. While with practical communicative skills, conflicts could be overcome much easier.

For example- Several times an employee has experienced conflicts among his or her colleagues during the working hours inside the workplace. Different team members have their own viewpoint of doing the tasks and they generally argued about the correct method. The manager then used to interfere and use his communication skill to end the conflict. These conflicts generally used to take place within the teams set up by the manager(Garg *et al.*, 2017).

Conclusion

It can be concluded that the effectiveness of proper communication and teamwork is very significant for any organization. This project is covered with key information about communication skills and teamwork activities. The role of managers, leaders and the other

employees and workers is covered in this project report. The theories of communication also described in this report.

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