

EFFECTIVE TEAM WORKING AND COMMUNICATION

STUDENT NAME: MARIANA PANDELE

STUDENT NUMER:1914599

MODULE NUMBER: BMSW4002_LON

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LECTURER NAME: MOLLY JACK

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EFFECTIVE TEAM WORKING COMMUNICATION

Introduction

What is communication?

Lawrence R (2019) state that communication means having the information and pass it to another person.

Communication is the art and process of creating and sharing ideas and information. (MDT Training,2010, p10)

As stated, Tomescu-Dumitrescu.C (2016) the term communication, in the last years was set as a goal, as a priority, is a specific way to interact with others humans, we define communication as a transmission and sharing information between peoples.

When we think about communication we mean, spoken and written communication and non-verbal communication which include feelings, gestures, eye contact, body movements, tone voice. (MDT,2010, p26)

Bernard Moss (2015) "To be human is to communicate"

If we realize or not, we are sending continuously messages, directly or indirectly about others or ourselves. This can be from the way we dress, the people around us, gestures. Sometimes we can be very clearly; misunderstood, and occasionally it can go completely wrong (Moss B,2015, p14).

In the 1949 Shannon Claude an American mathematician (born in April 1916,decesed in February 2001) worked for the Bell telephone Company, and Warren Weaver a scientist (born in july1894,decesead in November 1978) create

and published it in Bell System Journal "A Mathematical Theory of Communication" and also known as 'Shannon-Weaver Model' to help engineers to performed efficiently their jobs.

Shannon-Weaver model of communication have 6 key concepts: sender; encoder; channel; noise; decoder; receiver;(Jefferson,2016, p1847)

Sender: Person who start the process, and send a message.

Encoder: Can be a person or a machine that convert de idea into signal.

Channel: Represent the infrastructure that gets the information from sender to receiver.

Noise: Can be internal (when sender or receiver make a mistake) or external (sender and receiver don't have any control)

Decoder: Shannon and Weaver refer communication that happens trough devices, and direct communication.

Receiver: The person gets the message.

Feedback: When receiver can respond back to sender

Shannon and Weaver model was a linear model, until Warren Weaver added the 7th concept Feedback, which change it from linear to a cyclical model. (7 Key Concepts,2020)

Another model of communication is Schramm Wilber model. Schramm create a communication model after learning the Shannon Weaver model.

Schramm proposed his model of communication in 1954, according to Schramm's model the encoding and decoding have an important role in communication process by changing the thought into content and are two essential process in effective communication (MSG ,2020).

Schramm punctuates that communication is not complete until sender receive a feedback from receiver.

According to Schramm (MSG,2020) cultural background, experience and knowledge play an important role in communication, person with different religion or background they can interpreted the message in different way.

The model has 5 elements: Sender: encode; message; receiver: decode; feedback.

In his model the sender will be both the encoder and the decoder, after the receiver give him a feedback (MSG,2020).

Another communication model is David Berlo model. David Berlo (1960) explain the communication process components, basic components such as: source; message; channel; receiver.(Uma N.2006, p 7-13)

Katz Business School at the University of Pittsburgh after taking a survey to different company's and organization, found that communication skills are the most important when they choose their staff. This study show that the written skills were most important in any job. (MTD Training.2010)

Communication is the skill that we still keep learning, we all have learned from our families and from school teachers that guide us on how to talk, how to write, and most important is that communication to be effective (Turaga R,2019, p63-69)

To be effective, we need to understand not only information, we need to understand the idea, emotion and intention (Lawrence R,2019)

Effective communication means more then just changing the information, effective is when we are able to understand all the emotion and intention behind the information, Sometimes effective communication can be instinctive, but when people ,try to communicate with others this can go wrong, if sender deliver an information and receiver get it in totally different way, this may occur frustration, misunderstanding that can affect and creates problems to workplace, school even in our homes(MDT Training.2010)

Turaga R(2019) state that the effective communication is an essential skill to any career.

Communication is categorised into 3 basic types.

A. Verbal communication: Any communication that is uses words, those words can be written and spoken.

Some research indicate that the verbal element represents a small part of the overall message, just 20-30%, and suggest to spend more time to improve your verbal communication skills (Skillyouneed,2011.

Verbal communication skills are the following.

Effective speaking has 3 areas: words that you choose; how to say the words; how can you reinforce with non-verbal communication.

*Active listening: Effective listening, is vital for a good communication.
(Skillsyouneed,2011)*

Advantages of using verbal communication:

Get a feedback straight way.

Can see and hear the audience.

Mistakes can be put right quickly.

No need to concern about spelling and grammar.

Limitation of verbal communication:

Limited time to think at what you will say.

B. Written Communication skills:

Written communication to be effective must be:

Accurate and at the point.

Reviewed before sending.

Easily understood (Judith R,1998, p9)

Advantages using the Written Communication:

Written Communication is more formal.

More time for thinking before pass de message.

Limitation of Written Communication:

Receive the feedback later.

Paying more attention to grammar, spelling and punctuation.

Mistakes can be done and realize after send the message, be difficult to correct it (Judith R,1999, p12).

C. Non-Verbal Communication

Albert Mehrabian (1960) discovered that peoples choose non-verbal communication such as gestures and tone voice is more believable and most effective. (MDT,2010, p26)

Mehrabian Albert stated in an article that when communication is face to face, the information or the message, is half non-verbal, because we are using body language. Body language can include: eye contact, facial expression, breathing and other body movements. (MDT,2010)

Non-verbal communication can be Interpersonal or Intrapersonal.

Interpersonal communication is between two persons, and Intrapersonal is when we communicate with ourselves.

According to Key Differences (2020) Intrapersonal Communication is the base of Interpersonal ,as before you pass the information you keep it in your mind(intrapersonal), and when you pass it became interpersonal.

Knapp (1972) articulate that non-verbal communication has covering most of human communication excluding spoken or written communication (David R,Mark G,p4)

DfES (2001) wrote an article which relate that the most widespread way to communicate is listening and speaking. At the workplace people intend to communicate more by speaking and listening, than reading or writing.

In 2004 Mukesh consider that two-way communication can faces common problems such as: noise; cultural differences; time restrains; listening skills.

Barriers to Communication:

Physiological-noise, discomfort, concentration is affected.

Emotional-feelings; angry; unhappy.

Cultural: Language: jargon; acronyms;(Taylor& Fracis,2013).

"Culture is a word that had many meanings already, that one more can do it no harm" E Hall.

In different cultures the same word has a different meaning, symbols and some of gestures.

"If you talk to a man in a language, he understands and that goes in his head, if you talk to him in his language, that goes to his heart" Nelson Mandela (Taylor& Fracis,2013, p 18).

Communication Style:

Mark Murphy, suggests in his book 'Hundred Percenters' 4 communication styles.

Analytical: data; graphs.

Intuitive: demonstrative body language.

Functional: getting things done in time; direct.

Personal: emotional; building relationships (Collin,2019, p115).

According to an academic study, the communication has assumed an immense importance in our time. The study shows an advanced interest to technology after the 1st World War (Stephen W,2008)

Communication was studied since antiquity, but it became important in the 20th century.

W. Barnett describe this development as 'revolutionary discover' because of ascension of technologies; radio; television; telephone; satellite; computer network (Stephen W,2008, p4).

Effective communication.

Matt A 2019 state that each of us have own way to communicate in personal life and at the workplace.

Communication skills are necessary and can help you to get what you want out of life (Matt,2018)

*If we want that communication to be effective, we need some communication skills
These are the following skills: listening; clearly state facts; get specific; body language; asking questions. (Matt,2020)*

In 2019 Deep Patel after a research, explain how important is the non-verbal communication for the audience, even the verbal communication is good the non-verbal can show that you are not sure of what you want to transmit, verbal communication to be effective you need to transmit this through your body, such as having a good self-confidence, a good eye contact and tone of your voice.

"If you just communicate, you can get it by, but if you communicate skilfully you can work miracle" Jim Rohn.

Different way to communicate at the workplace.

Verbal communication: face to face, telephone, video

Written communication: paper and pen documents and letters, emails, reports, sms, chat, social media

Those methods are essential for most of formal business communications, such as: brochures; handbooks; memos; reports.

To have an effective written communication depends on the vocabulary and grammar. (EDUCBA)

Face to Face Communication.

Most of the employers prefer this communication method, although is not realistic for the organization with multiple location, but they can use videoconference which can make possible communication face to face for large companies. (EDUCBA,2020)

For communication to be effective is essential to create an Environment, which include de following:

Choose the right time-avoid discussion in the evening

Intimate conversation-in situation extremely personal, for example a death.

Distraction removed-turning off or silent the electronics that can interrupt the conversation (Gale,2020)

When information is realest, important is to be organized: think about topic before start communicate; be clear; stay on topic; thank your audience. (WikiHow,2020)

“The most important thing in communication is hearing what isn’t said,” Peter Drucker

Forms of communication at the workplace:

The Email.

In the early 1970s Ray Tomlinson invented for the first time the Electronic Mail, by creating ARPANET a networked Gmail system, after this the communication became easier and faster (Phrasse,2020).

Radicati Group 2015 write a report which show the number of business email, sent and received. The statistics show that a user can sent and receive around 100 emails per day, and could go up 125 by 2019(Radicati Group,2015).

Email is the most used method of communication essential for sharing the information with one or 100 users (EDUCBA,2020).

Writing skills are most important at the workplace, and because of this, most of the companies hire teachers for their employees, to help them to improve the quality of emails, reports, letters(Hlava R,2010).

Case study mean a social science research.

Business letter is another formal way used in a workplace, and this should contain the eight ‘C’ to be effective, those are the following: clearness; courtesy;cherfulness;consideration;character;counsciness;correctness;concrectness

Personally I worked in restaurants, and I can say from my experience that face to face and written communication is the most effective, and is a must to have good communication skills.

Overall, it may be said that communication is a very important key in our lives, communication means not just words, is about body language, tone of voice. Communication is the process of changing ideas between peoples.

Effective communication is absolutely essential to achieve what we want, having good skills in effective communication will help us to better at the workplace, a good student and a good citizen, that's way communication is considered the skill that we continue to learn.

Communication is the skill that we still continue to learn.

Communication will help people to express their ideas, thoughts, and to progress into education and their workplace.

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