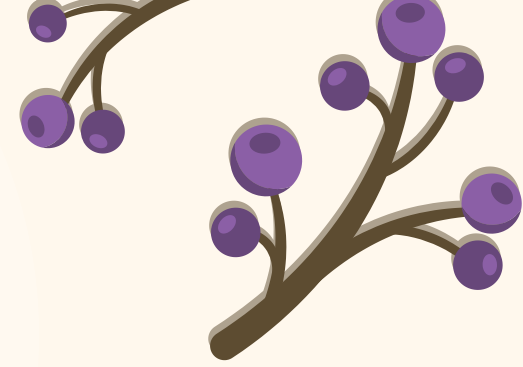


EFFECTIVE TEAMWORK AND COMMUNICATION

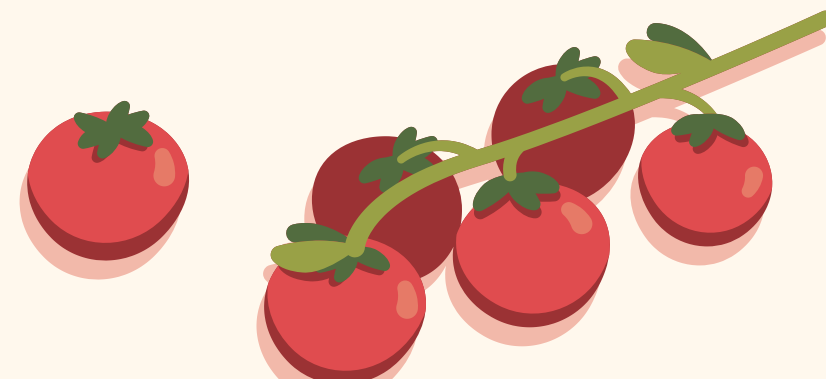




- **Maria Elena Monroy** ID No.2515854
- **Malachi Aniemeka** ID No.2512060
- **Edith Silva** ID No. 2515832
- **Isabela Avadanei** ID No. 2515143
- **Sol Osorio** ID No. 2325933



Tutor's Name:Lloyd Beharry





OVERVIEW

- **1: Introduction Flight food ltd**
 - **2. Languages and communication barrier - Maria Elena Monroy**
 - **3. Emotional Barrier - Edith silva**
 - **4. Barrier Age - generational - Sol Osorio**
 - **5. Environmental noise barrier- Isabella avadanei**
 - **6. Cultural Barrier - Malachi Aniemeka**
- 

A decorative header featuring several horizontal lines in shades of brown and tan at the top. A small green leaf with three lobes is positioned to the right of the word 'INTRODUCTION'.

INTRODUCTION

Communication is essential in food manufacturing. At flight Food Ltd, poor communication has led to issues with food quality, packaging and hygiene Standards.

A decorative swirl line is located at the bottom right of the text block. A small green leaf with three lobes is positioned to the right of the text block.



ENVIRONMENTAL NOISE



- **Definition:**
External factors that disturb communication.

Examples:

- **Traffic**
 - **Loud music**
 - **People talking**
 - **Construction noise**
- 

Effects:

- **Hard to hear messages**
- **Misunderstandings**
- **Low concentration**
-

Solutions:

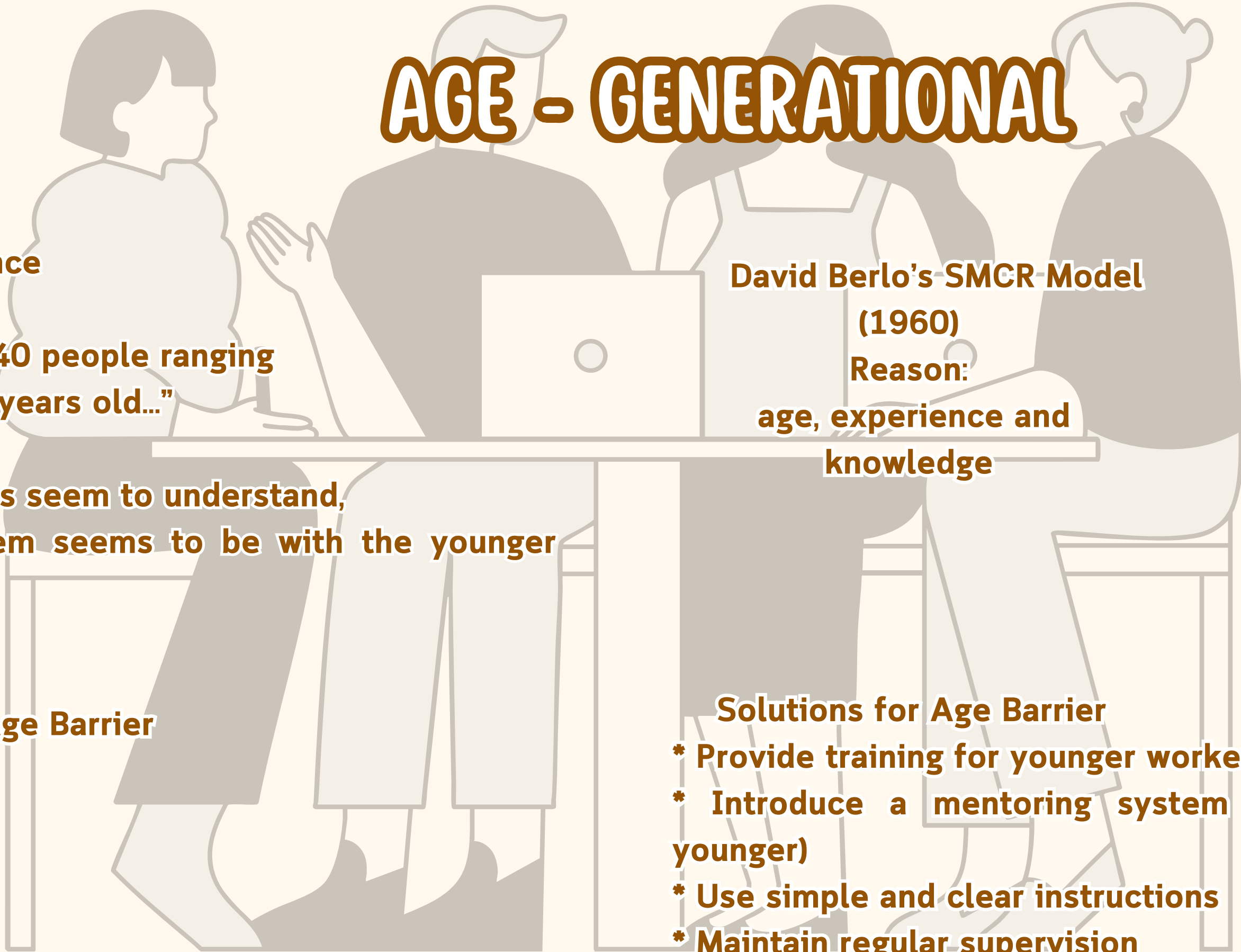
- **Go to a quiet place**
 - **Speak clearly**
 - **Repeat information**
- 

LANGUAGE, COMMUNICATION, BODY LANGUAGE

•
So to my understanding the team has a language barriers
This can Happened when the people cannot understand each other
Due to their different native languages
Many employees don't speak English well which is a problem for Gary
Workers don't often understand instructions which is written in English
The Manger Gary is the only.



AGE - GENERATIONAL



Case evidence

Has a staff of 40 people ranging from 16 to 60 years old..."

"The older ones seem to understand, but the problem seems to be with the younger ones

Effects of Age Barrier

- Hygiene
- Safety
- Production

David Berlo's SMCR-Model (1960)

Reason:

age, experience and knowledge

Solutions for Age Barrier

- * Provide training for younger workers
- * Introduce a mentoring system (older help younger)
- * Use simple and clear instructions
- * Maintain regular supervision



CULTURAL



So according to the case study different cultural standards cause misunderstanding about hygiene and food safety rules

- From 5 distinct cultural group this can become chaos**
- The different beliefs , habits and ways of doing things that people have based on their culture**
- They may have different ways of cleaning hands**
- Food handling**
- Work place behaviour**
- Prayer time in the day**



EMOTIONAL



High level of stress and frustration creates emotional barriers making communication more difficult. In this case the manager acts aggressively shouting at the staff which creates fear and affects the teamwork and understanding.



CULTURAL INFLUENCES

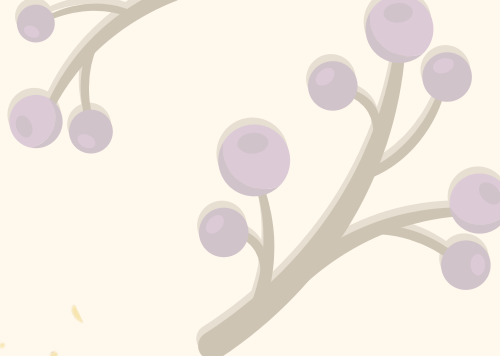


In our conclusion the case study shows very poor communication which can lead to serious operational safety problems

Around five barriers was noticed which includes language ,differences cultural background , ages from 16 -60 and poor training all around especially food hygiene. All of this collectively brings a negative impact to the work environment

To improve the performance and maintain good levels of food safety standards . Communications needs to be clear and constant , training will need to be offered to everyone ,new machines we need to be purchased and promoting positive attitude amongst the staff.





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THANK YOU

FOR YOUR

ATTENTION