

Effective Teamwork and

Communication

Assessment 1

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Introduction

The purpose of this study is to highlight the importance of effective communication in the classroom and how it helps in developing teamwork in the classroom. There is no doubt that Communication is the most effective way to understand each other and to develop a healthy and trustworthy relationships among people. In every field, effective communication is necessary and particularly in business organizations. Because it has been observed that in business organizations different sorts of employees are present there and they belong to different cultural backgrounds. There is a possibility of misunderstanding or misconception that can take place among employees if they are not friendly and collaborative with each other. This collaboration and friendship are possible through communication and then teams can work properly with each other in every organization. This study sheds light on the communication models and the results of poor communication in business organizations.

Three models of communication

The importance of effective communication and how to develop communication in a classroom can be better understood through the communication models going to discuss in this study. Three important communication models are:

The Shannon-Weaver Mathematical Model, 1949

It is one of the communication models that is based on mathematical theory and it claims that Communication can be divided into six parts or six key concepts: sender, receiver, channel, encoder, decoder and noise (Al-Fedaghi, 2020). These six concepts were mentioned in the first version while in the later version a new concept has been added to this theory and the new concept is 'feedback'. This model is widely known and popular among people and this is the reason this model is called the mother of all models'. Thus theory has been developed by Claude Shannon and from the name of the founder, it is also named the Shannon theory of Information theory. This model focuses on the process of delivering or sending a message to a receiver and in this process of communication how some of the messages are perverted and lost (Communicationtheory, 2022). It explains the process of sending and receiving a message. He shows how communication is affected when a sender sends a message to the receiver and the process of affecting the messages is known as 'Noise'. Here other key concepts are explained, for

example, an Encoder is a procedure where the messages are transmitted into signals when the Technology receives any message from the sender and then when it reaches the receiver again the signal is transmitted into a message and it is known as Decoder. This is a simple and widely known process of communication that makes the theory simple and understanding.

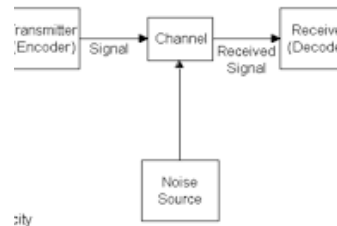


Figure 1: The Shannon-Weaver Mathematical Model, 1949

Source: (Communicationtheory, 2022).

Berlo's Model of Communication

Berlo's communication models depend on the communication model of The Shannon-Weaver Mathematical Model. In this model of communication, David Berlo divided Shannon and Weaver's models separately and then he discussed them individually so he can present a better understanding of their communication model. The communication model of Berlo operates on the Model SMCR (Communicationtheory, 2022). SMCR is constructed with the words Source, Message, Channel and Receiver. **Source** refers to the sender from whom the message originates. The messages transfer through communication skills, Knowledge, Attitude, Culture and Social **systems**. **The message** refers to the words or thoughts that a sender wants to send and this message consists of a few elements: content, treatment, elements, code and structure. **Channel** is the medium through which messages are sent to the destination. Five senses are there that help in communication and are part of the medium: hearing, seeing, tasting, touching and smelling. **The receiver** is the destination which is also known as deciding (Kuznar and Yager, 2020).

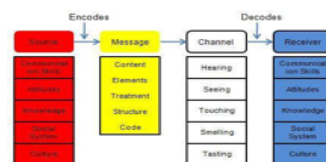


Figure 2: Berlo's Model of Communication

Source: (Kuznar and Yager, 2020).

Schramm's Model of Communication, 1954

In this model of communication, Wilbur Schramm defines communication as a two-way process where the sending and receiving of messages are conducted between sender and receiver turn by turn (Communicationtheory, 2022). This communication has been done through various processes. **A sender** is a person who puts his thoughts in words and then sends a message to whom he or she wants to send it. **An encoder** is a process where the words or voice of the sender turn into signals that technology can carry easily. **A decoder** is a process where the signal turns into words or voices again that human beings can understand. **The receiver** is the person to whom the message has been sent and who receives the message. **Interpreter** means to interpret the message in such a way so the receiver can understand the meaning and purpose after he receives it. **The message** is the data or information that the sender sends and the receiver receives. **Feedback** is the acknowledgement process by the receiver. **Medium** is the channel through which messages are delivered and **Noise** is the element that interrupts the message in various ways (Lin and Lin, 2020).

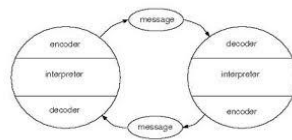


Figure 3: Schramm's Model of Communication, 1954

Source: (Lin and Lin, 2020).

The communication skills

Communication Skills are necessary in every place and it is one of the skills that everyone needs to possess. It is with the help of communication skills that a professor or teacher can interact with the students in a class. Communication enables a teacher to understand the problems that students are facing during their study and when the teacher can understand them he can bring effective solutions to the problems so the education of students must not be interrupted. Another important aspect is that when a teacher communicates with students regularly, students also feel connected with their teacher and they will show their respect and obedience to him. Communication helps in motivating students to accomplish their studies properly and effectively. Motivation helps them to feel confident and focus on their study. There are many

Communication skills that help in developing the communication among students and teachers properly in the classroom such as confidence, friendliness, empathy, concision and clarity, non-verbal and verbal communication, open-mindedness, feedback, respect and many others.

Confidence comes within students through the motivational activity that their teacher serves through communication. **Friendliness** is necessary for a classroom as there are various students who come from different cultures and backgrounds and for this reason, friends are necessary to build a healthy and peaceful environment in the classroom which is possible through communication. **Clarity**, sometimes there are various discussions and lectures that happen in a class that are not clear to the students. Communication enables students to feel confident to ask their teacher to clear their confusion or sometimes students can involve themselves in a discussion that enables them to clarify the uncertain topic to each other through communication. **Verbal** communication refers to the words spoken by students and teachers in the form of lectures while **Non-verbal** communication refers to written words in the form of notes. **Respect and trust** are necessary as it helps to create a peaceful environment in the classroom which is possible through communication.

The advantages and disadvantages of technology in communication

As communication skills are essential and play an important role in every field it is necessary to develop the methods of communication that can enable everyone to improve their communication skills. There are different types of technology available for ages that improve communication methods and mediums. For example, telephone, television, radio, and internet. These technologies have both advantages and disadvantages that are discussed in this study (Ferreira et al. 2021).

Advantages of technology in communication

- **more efficient**, There are lots of communication devices that enable people to enhance their communication and make their communication efficient. Mobile phones, voice chatting, web conferencing, and video chat are some of the devices that are part of technology that enable human beings to make efficient communication with others. In these communication methods, they can be able to communicate each and every topic

clearly without any doubt so there will be no possibility of misunderstanding (Tang *et al.* 2020).

- **faster communication method during emergencies**, Communication or interaction is necessary at the time of emergency. Without these technologies that are invented to make communication better and more effective, it is not possible to make contact with people faster in an emergency. During an emergency in any country even people get aware of the situation and it is possible only because of the communication technologies. Social media and television are some of the communication mediums that are always active to share data and information with people all over the world (Markakis *et al.* 2017).
- Through communication technologies, one can **communicate with any person from anywhere in the world**. Facebook, Instagram, and Web conferences are some of the communication mediums that enable contact between people from every distant part of the world (Arena and Pau, 2019)

Disadvantages of technology in communication

- **harder for older generations**, These technologies are new and the new generation is brought up in such a way that they are automatically familiar with these technologies and for them, these are easy to use but old generations find it a little complex and harder to understand the usage.
- **Cyberbullying** is one of the most common problems in this digital world. As the world is proceeding toward success in making everything digital with these communication technologies, the issues regarding cyberbullying are also increasing (Kaluvarachchi *et al.* 2020).
- Sometimes these communication technologies make the **communication less personal** as sometimes it is observed that many of the personal conversations of many people are disclosed in front of people creating a situation of embarrassment or enragement.

Example of Poor communication

The importance of effective communication is unquestionable but on the contrary poor communication can cause huge problems everywhere. Considering the situation of educational institutions it can be said that poor communication can bring a huge distance between students

and teachers and also among all the students present in a classroom. Sometimes teachers attend a class and give their lectures to the students but sometimes for some of the students, those lectures are not clear. At this moment students either need to interact with their teacher about their inability to understand or they can ask their classmates to clear the concept of the lecture. Both of these two processes can be possible only when there is good communication between the students and teacher, otherwise, poor communication leads the students towards an incomplete understanding of their subject matter that may affect their results in examinations. Regarding business organizations, communication plays an important role here also. A business organization consists of many employees, workers and managers. Customers and clients are also part of a business organization and to run a business organization efficiently it is necessary to retain a healthy relationship among everyone. Poor communication can hamper the healthy environment of a business organization and it can affect production directly. A poor connection can not enable employees to understand the expectations of their customers and clients which lead the organization to decline (Radovic Markovic and Salamzadeh, 2018).

Recommendations to improve poor communication

Listen actively

To improve poor communication it is necessary to enhance the listening power. Most of the time whether it is an employee or a student they can not listen to others actively and after a period of time, they lose their concentration as a result of which they cannot understand the whole thing that they are told by or suggested by. Itay causes misunderstanding and dissatisfaction also. For this reason, it is necessary to listen to the teachers actively while they are giving lectures and be patient. That will help them not to lose confidence so they can understand their teachers better (Xiao *et al.* 2020).

Make a proper body language

Sometimes people obtain an interest in talking to people or listening to people whose body language is friendly and helps create an attentive environment in the classroom. Harsh body language or boring lectures may cause the diversification in concentration but when the body language of a teacher is friendly and matches the subject students are learning about then they feel it interesting and show their interest to listen to their teacher.

Ask questions

Communication can improve only when students start asking questions to their teachers regarding their subjects and their enquiries. Teachers also need to ask questions to students only. Teachers can understand the condition of the students and try to communicate with the students about the problems they are facing. This questionnaire between teacher and student is the most effective way of improving communication but teachers need to be soft in their behaviour.

Case study

Nobody knows precisely how much unfortunate correspondence costs business, industry and government every year, except gauges propose billions. As a matter of fact, a new gauge asserts that the expense in the U.S. alone are near \$4 billion annually (Pressbooks. 2022). Poorly-phrased or wasteful messages, imprudent perusing or standing by listening to directions, records that go uninitiated because of unfortunate plan, hurriedly introducing erroneous data, messy editing - these models bring about inescapable expenses. The issue is that these costs aren't generally remembered for the corporate asset report toward the finish of every year; in the event that they are not as expected or obviously characterized, the issues stay strange.

Conclusion

From the above discussion, it can be concluded that communication is a necessary skill in every institution or organization. Communication skill is the skill or talent that helps people to get closer to others. It helps people to understand each other and share their opinion, feedback, problems, happiness and many other things. Communication helps in building good relationships and this healthy and friendly relationship enables everyone to support each other in need, help each other in every problematic situation and feel each other as a member of a family. On the contrary poor connection always lead to misunderstanding, misconception, demotivation, misbehaviour and many other wrong effects that can be observed among people.

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