

EFFECTIVE TEAM WORKING AND COMMUNICATION

BMSW4002

AMOS OGIERIAKHI

STUDENT ID -1908384

Introduction

Communication is referred to as the change of the information between the people that can be the staff members or the with the customers. This communication usually includes the emotions, transfer of the opinions, thoughts of the people in order to have the understanding as well as trust and there is way to build up good interpersonal relationship between the people. However, people have always regarded the communication between employee and customer as a kind communication that is very important due to the importance of proper effective communication skill conversation. The lack of communication skills has led to poor communication results and even caused some contradictions between employee and customers

Effective communication talent exceeds one's ability to communicate, so communication is an important tool if one occupies a leading position in the organization. This means that effective communication skills have not only the ability to speak with subordinates in stressful situations, but also active listening methods the ability to listen, understand and express attention to employees and builds strong working relationship. The ability to build relationships with team members is important because it shows that the leader is really committed to their efforts and actions as a team. Communication has great potential to bring together organization employees and make them make achievements possible.

I will be describing the most important aspects of communication structure, namely: active listening, conflict management or resolution, tolerance, perception and compassion, and Berlo's communication model.

Discussion

Studies show that among many communication models, the Berlo SMCR (source, message, channel, and receiver) model is one of the most widely used models (Turaga, 2016). This model clearly represents one or more ways that we use to transmit information. The message source tells the person who delivered the information or message that the problem and its items have been communicated to the recipient. This form refers to the channel through which the message is sent and can have various forms of indirect communication including telephone, email, and direct or direct access. Recipients are others who receive the message. The Berlo model discloses the basic principles related to linear communication methods and does not allow feedback. The five most important aspects of communication structure mentioned above have great potential to develop and enhance active and close communication with team members in the organization. (Turaga,2016)

LISTENING

Listening is a skill in which entails the listener to be active and be willing to listen. For instance, when you are talking to a group of people, they must have the zeal to listen and be ready to be participate in what you are saying to make them understand, the audience is not freely smiling and shouting without being an active listeners. The signal of a better communicator is that he spends more than a third of his time trying to make sure that his audience are active. The best way for a communicator though is to make sure he or she ask a few questions and really listen to what the person is trying to do. Relationships with him should be frequent. Active listening means being fully engaged in the communication process as a focus hearing (McSherry and Warr, 2010). The ability to hear from someone else's perspective and evaluate the information they receive is very important to a leader's success. Employees may find it difficult to engage in active listening, but bosses can build attention to their ability to engage and engage in conversations. The presentation is divided into three phases: detection, processing and response, which you can use to understand the nature of competent listening (Keaton and Bodie, 2015). Experience shows that when a person sums up the conversation that he or she has just had with another person, including messages, ideas or suggestions, and how he or she understands views or ideas about what is happening, they feel they have been heard; Communicators should always have the zeal to improve how they communicate in other to attract more active listeners rather than just passive listeners.

One of the best ways to never resolve conflicts is to avoid them but this is almost impossible because most employees in the organization are in a bad and unexpected situation as observers. As a manager, I will face difficulties in avoiding workplace conflicts because such conflicts are resolved automatically. When conflicts are resolved directly or indirectly, this means that the problems they cause are ignored and important to maintaining relationships with their subordinates (Trif, 2016; Mathews, 2017). From my experience for working as a care assistant at Barchester healthcare, when some sort of conflict occurs in the workplace, this leads to more disputes in the future, because another person may want the same result without an answer. Decision-making to resolve conflicts is more effective because the parties to the conflict can benefit from negotiations or situations that arise during negotiations (Trif, 2016). When both parties make a decision, a team and a friendly environment is created because they will collaborative and work together to find a common solution. In conflict management competition are considered a winning weapon because someone supports or defends their stance and try to work very hard to prove a point (Trif, 2016). However, competitive methods cannot resolve conflicts between employees because when using this method, it maintains a relationship with only one employee in the dispute (Trif, 2016). Unlike the competitive system a collaborative system leads to a win for all because it affects both sides of the conflict and forces them to adopt a common strategy and work together to reach an agreement that benefits everyone (Matthews, 2017). As a care assistant at Barchester where I work, I always use a collaborative approach to find and implement long term solutions

Engagement skills include subordinates who are motivated to participate in the communication process, both formal and informal (Makser & Warr, 2010). Keeping the team in the organization and being able to raise their problems is one of the aspects of forming a team that builds strong relationships with colleagues. Whether or not verbal, inclusive use

means having the chance to engage someone in conversation through a simple approach during an interactive process (McSherry and Warr, 2010). Sometimes people can feel fear when communicating with a senior leader. Paying attention to a person, regardless of his or her role, will help build a strong relationship and help build a smooth and effective conversation. When I connect directly to the recipient of a message, it is effective in understanding the conversation. Usually people want to know how we do different things, for example, if we do a good job, it means we do a good job. If we do not meet our expectations, getting feedback is the only best way to change and become better in case of next time because feedback tells us where people are not reaching their goal and if the employee productivity level is not as good as we want it to be. The best option is feedback that discusses ways we can improve our work and can be used to engage the workforce in conversation. In general, the ability to involve or engage in the communication process and if used correctly can give high confidence in teamwork.

Empathy is the ability of managers to show understanding for instance putting themselves in the place of that employee when employees encounter difficulties (McSherry and Warr, 2010). As a team leader, I can use this tool and even build valuable relationships in difficult situations. This approach can have an effective impact on the organization's team. The ability to actively and regularly listen is surprising, shows a sense of acceptance in one message, and helps build positive and strong relationships between the parties to the conflict (Keaton and Bodie, 2015). Listening is an important aspect of empathy. I use a method of maintaining eye contact with my colleagues which proves that I am fully committed to solving the problems faced by my fellow colleagues. In my experience, if you don't keep eye contact and don't deal with the problems that employees or your fellow colleagues face, it means that you don't think this is the problem. When empathizing, there are some useful tips on nonverbal empathy. By showing friendly facial expressions and taking a light tone, employees will show that the boss or any elderly person is paying attention to their problems.

Assertiveness is a form of correspondence that allows employees to build a good working group relationship. Collaboration with other colleagues requires a high level of self-confidence and a higher level of cooperation to meet each other's needs. Affirmations are described as conveying thoughts and feelings without excluding rights to ensure the rights of others (Copeland 2019). For example in the health care settings When employee are unsure or concerned about the method of treatment of the patient, or side effects of the patient, the ability to assure the patient and not make the patient panic is the key to minimizing tension and avoiding conflict. Confident people advise others about their needs and feelings and successfully convey their message without offending others. When nurses take decisive action, they are obligated to give patients appropriate considerations and improve the nature of patient thought by utilising effective communication skills

Conclusion and Recommendations

In an organization, the process of communication is top-down, bottom-up and side-by-side, regardless of level or approach, because communication always refers to the personal process. When communication is used strategically, employees are encouraged to follow the leader and share with them the most relevant information (McSherry & Warr, 2010). Being an effective communicator, the best approach is to avoid all sorts of defensive reactions

when communicating, such as developing a distraction, running for cover, and making up an appropriate excuse. Showing empathy and compassion in difficult situations has the strong potential to refuse the use of a defensive response. (McSherry & Warr, 2010)

This paper discussed components that are needed for organizational leadership and their success in the organizational communication process. The communication of the organizational leadership has been observed by studies from an individual (Mayfield, 2017).

Finally, showing the people in the organization that we, as an organization, have a strong commitment to workplace communication, the way the message is delivered and the content of the message and information will motivate the members of the organization team to follow the vision and values of the organization created by management.

References

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amosogleriakhi@gmail.com

Student Name: AMOS OGIERIAKHI Student ID/Group: 1908384
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.1. 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?

Her daughter wanted Mary's undivided attention and she felt neglected when Mary did not devote her full attention in finding a solution to her problem.

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

She could have paid more attention to her daughter's plight, ~~and~~ because she was in total disarray when she walked in and wanted to be comforted by her mother. If Mary had done these things, it would have made her daughter feel loved and that could have made the situation better.

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?

Sally was upset because she felt disdained by the fact that ~~she was~~ her husband was unwilling to listen to her ordeal as she seemed to have had a terrible day and really wanted to share with her husband.

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

Even though Steve was worn out from his work, he could have just pretended to listen to what Sally had to say and that alone could have made things way better and both parties happy.

Lecturer's signature: _____

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Date: _____

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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.

Communication can simply be seen as a process of exchanging information from one individual to another either by writing, verbal or using the various other medium etc.

Shannon-Weaver model is form of communication whereby the person listening has to decode what is being said while the person speaking encode what is to be said.

Non-verbal communication is a form of communication that does not ~~even~~ involve speaking. It can either be writing, signing, visual etc. This form of communication is very important because sometimes when we want to communicate, the person who we wish to communicate to might be deaf or not in the same place with us and as such we will have to pass information in a non verbal way to that person.

Lecturer's comments:

These are effective and clear answers overall. To earn a higher grade, you could include more detail on the Shannon-Weaver model

Lecturer's signature:

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