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EFFECTIVE TEAM WORKING AND COMMUNICATION

REPORT – T2G2

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INTRODUCTION

For this report I will talk about my understandings in the class about communication, the models of the communication and the communication skills. Also, I will refer my understanding to any of the case studies which we took in class. Maybe my English is not very well but I am taking notes which helps me to understand my lecture and the information which he is producing to us.

In my understanding, the communication is how we send and receive information. It can be verbal or non-verbal. Can be written communication as well, such as sending letters or texting messages. The communication is very vital for us because is reducing misunderstandings, develop strong relationships and makes us active member of by teaching us how to communicate effectively. With the help of communication, it makes a 'bridge' between individuals and groups through information so they can understand better each other. (Vicky n.d.)

THREE MODELS OF COMMUNICATION

The three models of communication which we studied in class are: Shannon and Weaver's model, Berlo's model and Schramm's model.

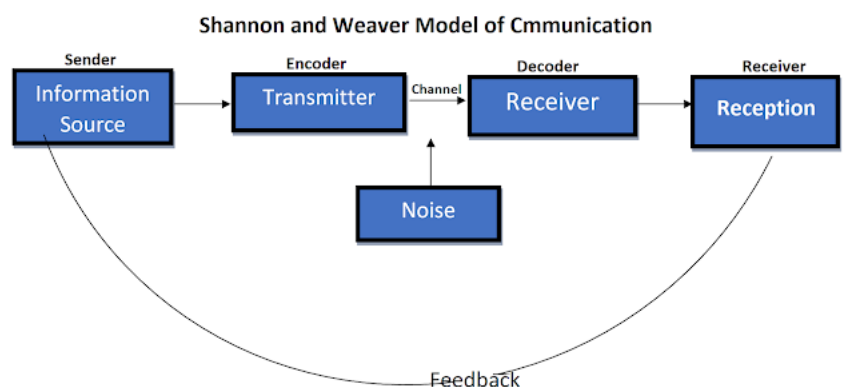
Shannon and Weaver's model of communication:

The Shannon and waver's model is called also a "mathematical theory of communication" because Shannon was a mathematician and Waver was an electrical engineer. They developed the theory so they can improve the quality of the phones and people to understand better each other.

The model is consisting of 5 main element which are:

- Sender
- Encoder
- Channel
- Decoder
- Receiver

There is one more element which is taking part of the model and it is **noise**.

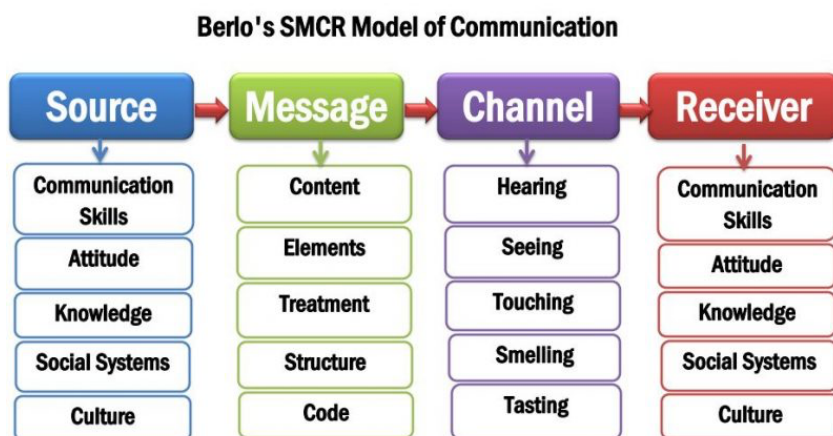


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My understanding of how it works this model thanks to the class is that the information is going to the encoder which is a transmitter of the message and gives signal to the channel. Once the channel receive that signal it sending the information to the receiver (decoder) and the message is going to its destination. However, the channel can be affected by the

background noise which can make the message not understandable for the receiver. This type of communication is called linear which is leading to that the message is going only one way. (Chris Drew 24.10.21) For example, in the case study for Maria and Pedro, Pedro is not understanding her clearly because he is working in the construction area where the background noise is very high which is leading to misunderstanding with the words kitchen-chicken.

Berlo's model of communication



Berlo's model is like a SMCR model which includes number of factors under each of the element. It considers emotional aspect of the message. Also, Berlo believes that to have an effective communication, the source and the receiver must be on the same level so the communication can happen properly.

The Berlo's model has 4 elements which has factors underneath. All elements are depending on these factors.

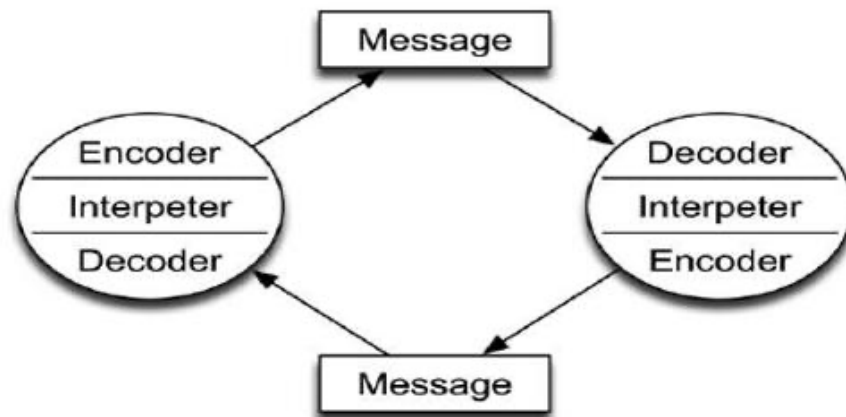
- Source – communication skills, attitude, knowledge, social system, culture.
- Message – content, elements, treatment, structure, code.
- Channel – hearing, seeing, touching, smelling, tasting.
- Receiver – communication skills, attitude, knowledge, social system, culture.

This model is linear as Shannon and Waver's model, and it is complex model because there is no feedback. There is a lot of criticism about this model of communication because it requires the people who will communicate to be on the same level so they can make this happen. Also, there is no room for noise and there are no barriers to communication. The culture and knowledge are playing very big role in this model. (*Communication Theory n.d.*) For example, if non-English speaker is trying to say something to English speaker, his distorted accent will make it difficult for the receiver to understand what he is trying to say which is referring to the case of the professor and the villigaries when his house is on fire, he start talking to the people from the village with welsh accent, but they are uneducated so they don't understand him and they don't help him.

Schramm's model of communication

The Schramm's model is like the Shannon and Waver's model because it has the same elements. The only difference is that the Schramm's model is like a cycle which means is a two-way communication. When the receiver gets its message, he will give feedback to the

sender which will make full cycle and will close the communication. Also, in this model, the communication only needs three steps such as encoding, decoding and interpreting a message.



- Encoding – before we send a message, we have to think first how to get our message across clearly. We can make it if we think the right words of the message so can be easier for our receiver to understand it.
- Decoding – to decode the message means that when we receive for example text message or advertisement, we have to use our listening skills, reading skills etc. so can make sense to us.
- Interpreting – the interpreting is for example when one person didn't understand the message which he is receiving, and he transfer that information to someone else with misinterpreting. To prevent misinterpreting, we have to open our communicational skills.

After we decode and interpreted the message correct, then we can give the feedback to our sender which will make the cycle to keep going. They will do the same with our message as well. (*Chris Drew 24.10.21*) This model also refers to the case study of Maria and Pedro for the same reason as the Shannon and Waver's model. In both models, the noise is playing a key part in their communication which is making Pedro do decode the message very hard.

COMMUNICATIONAL SKILLS

There are two types of communication which I learner in class and they are verbal (which can be oral) and written and non-verbal.

- **Verbal (oral) communicational skills** – this communication is the interaction between individuals which involves words, speaking and listening. The sender and receiver are exchanging ideas between them through video call, phone call or face-to-face.
 - If we want our verbal communication to be effective, we need to have clarity and we need to be adapted to the needs of our listener. To deliver a good communication, we have to consider our tone of the voice, to avoid monotony and to add emphasis. (*Human Resources n.d.*)

- **Verbal (written) communicational skills** – the written communication is any message, letter, reports, contracts etc. that two or more people exchange. To have an effective written communication we need to know when to use our formal and informal language. Also, it's very important before we send our email or letter to check for grammar because it will give better vision of what kind of people we are in front of our reader/receiver. (*Indeed 01.02.21*)
- **Non-verbal communicational skills** – the non-verbal communication is based on our face expressions, body language, postures, eye contact etc. and when those signals match with the words we are saying, they increase in our listener trust, clarity and rapport but if don't, they can create mistrust and confusion. It is important to understand how to interpret our body language if we want our relationship with the listener to be strong and effectively so we can avoid misunderstanding. It really matters how we send our nonverbal signals which sometimes is happening without even knowing it. (*Help Guide n.d.*) One example for that is the case study for the day with the chief where Mark who is going on interview in front of the strict Mrs Brown is failing due to his unbelievable behaviour. He is showing his behaviour while losing his tie, crossing his legs and giving to his employer some advice how to operate her business which is not right because is bringing wrong impression even if he thinks he doesn't do it.

THE ADVANTAGES AND DISADVANTAGES OF COMMUNICATIONAL TECHNOLOGY

Advantages

- **Connect** – while we can connect real-time by email, messaging or social media, this type of communication allows us to communicate with people around the world instantly and easily. When asking questions, giving feedbacks and information we save a lot of time, manpower and money and makes it more efficient.
- **Quick** – the technology is a big advantage of the business. Companies who are trading with other which are located far-away they can quit waiting for documents to be received by a colleague, but they can now exchange lots of files for second over the internet which makes it safer and with no cost.
- **Economical** – briefings and meetings can be now online via zoom or teams, which is saving for the people lots of expenses for travel and especially the time which they will waste on it.
(*Gretchen Guard 27.10.2015*)

Disadvantages

- Crime and terrorism – due to the anonymity which the internet provides to us, nowadays are lots of signals for kidnapping girls, due to some man is promote himself as a younger and start talking with the girl via messages, and when she goes on the hook, he takes actions.
- Social disconnect – yes, the internet is one of the things which the people these days they can't, and statistics shows that there is an increasing tendency if people who prefer to communicate via digital devices rather than real-life contact which is leading to anti-socialism.
- Job insecurity – unfortunately, due to the increasing of the use of the internet, less humans aren't needed in the workplace to complete tasks as computer are replacing them because for faster job. Statistics shows that driving and delivery jobs will soon disappear because vehicles will become automated. (*Paul Goodman 05.01.22*)

REFER TO CASE STUDIES

The case study to which I am going to refer is the Max the Multitasker. Overall, he is working as a organiser for events and also as a receptionist. One day one of his old clients – Tamara, to who he did her wedding two years earlier, contacted with him to organise her parents' 50th wedding anniversary of which he is accepting. They arranged the date, and everything was fine, until one day Tamara called him to change the date of the event because her father is going in hospital, he agreed with her even while he was working in his other place. The day of the event, he didn't do anything, and Tamara was so disappointed with him and she never called him again even when he was apologising because he realised that he did a mistake to talk on the phone with her while doing another job.

In my opinion I think the best way to prevent this of happening again for Max is to separate his task equally and to manage his time management properly, because like this he is losing customers who are loyal.

EXAMPLES OF POOR COMMUNICATION IN THE WORKPLACE

The poor verbal communication has lots of aspects such as lack of grammar which will not help us to express ourselves clearly, poor listening skills and body language. If our verbal skills are weak this will cause difficulties in our listeners and they won't be able to understand the information which we are providing and, afterward, they won't be able to respond to us.

For example, I am working in the cleaning industry which means that I have to communicate with my customers. However, due to my poor English and my anxiety of people how will understand me, I prefer when I am explaining with words, also to use my body language as showing what I am trying to say or using my verbal written skills to write down, because I am

feeling more confident when I am writing. Another example which I can give for myself is when I am attending in class. My English is not my first language and some things which my lecturer says are difficult to understand due to his accent and my poor language. That's why when I am in class, I prefer to take notes which helps me to remember and understand better. Also, I am trying to communicate with my classmates who are explaining to me in easier way so I can understand it. I believe if I practice more with people who their first language is English, I will improve my skills to higher level. My examples of poor communications straight away refers to the Berlo's model because the factors of the information which I am trying to send include culture, knowledge and skills.

SUGGESTION FOR IMPROVEMENTS

We know from where all theories of communication are coming from. The people who are establishing them for example Shannon and Weaver, they develop their theory by starting with their own personal interest, opinions and questions about communication. They are forming, testing and reforming the theories for us because to have better understanding of our communication. (*Lumen n.d.*) Unfortunately, not everyone of us can send our messages clearly unless if we don't practice and learn more about it. Some of the ways which will help us to improve the communication are:

- Listen - if we listen carefully, it will help us understand and will shows respect to the speaker.
- Be aware of body language – the body language is a form of communication. The way how we use our body language to send messages to the person we are talking to can give signals if we are listening or not, or our interest to the conversation.
- Ask questions – by asking questions is one of the best ways to improve and learn our understanding. If we clarify the point with our speaker can show to him that we are listening, and we can avoid misunderstanding. (*Steps Group n.d.*)

CONCLUSION

In conclusion about my report, I can say that the communication is not only words. It's also a mixture of tone and body language. If we want effective communication, we should develop our voice tone and body language so we can convey our message across. Also, eye contact it is a vital element in our communication because it is important to have a direct contact with our speaker when possible because if we don't, we can send our message in the wrong way and can harm people. I think, communication is important for everyone even for the animals. Even they have their own way of communication which we don't understand. The effective communications leading to a understanding between the sender and the receiver. Thanks to

the communication, we can share ideas and following the process we will have the opportunity to become more productive in our career.

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