

Effective teamwork and Communication

Ivan Celdran. 1914237
(BMSW4002_LON)

Timothy Hopkins.

Communication.

If a research is done, there are many valid definitions of communication, in this report I will use the one provided by my lecture; communication is the exchange of thoughts, information, or ideas that result in mutual understanding between two or more people(textbook). This is a very complete description but still is not showing all the meaning of the concept of communication. It is important to know many other concepts that give a much wider understanding and, in this report, you will see not all but many very essential.

The very basic in communication is that there must be a sender and a receiver which use a channel to send a message. The sender is the one that have a concept, and idea... and want so share it with the receiver.

How is the message sent is what take us to the *Methods of communication* which can be divided in *Verbal and Nonverbal Communication*.

Verbal Communication are created through language, with noises that both sender and receiver understand and give a meaning. It “encompasses both our words and our verbal filler” (Textbook67). To make possible the verbal communication there are rules. *Regulative rules and Constitutive rules*, otherwise it would be very difficult for communication to happen.

Nonverbal Communication more commonly known as *body language* refers to all the ways of communicate without words such as *Vocalics, Proxemics, Kinesics, Physical appearance, Facial behavior (and Oculisisc), Environment and Haptics*.

To have a better understanding of this concepts here is a short definition of each of them.

Verbal

- Regulative rules: describe when, how, where and with whom to talk about certain things.
- Constitutive rules: define what communication means by prompting us to count certain kind of communication.

Nonverbal

- Vocalics: refers to how people use their voices to communicate and express themselves.
- Proxemics: how people use and create space and distance also how they behave to protect and defend that space.
- Environment: constructed or natural surroundings that influence your communicative decisions, attitude, and mood.
- Physical appearance: the way our bodies and overall appearance nonverbally communicate to others.
- Kinesics: is a term for the study of human movement, gestures, and posture.
- Haptics: also known as touch, is the strongest form of nonverbal communication

- Facial behavior (and oculusics): Facial expressions can be considered a gallery for our emotional displays including the eye behavior (oculesics is the study of this).

Main Body

Section -1-

Communication in the Workplace.

In the workplace the communication plays an important role for not to say one of the most important parts. Without effective communication there is no way of succeeding. The fact of having a good communication can improve in many ways such as productivity, comfort at the workplace, good relationship with colleagues and all those things together give a bigger chance to achieve the objectives and a good performance.

Any management that invest in creating good professional relationships with the employees is creating a very important foundation to have a good environment at the workplace. Some Ways of making possible this relationship is:

- Create open lines for communication, make sure that everyone always feels include and part of the team and very important, everyone have to feel listened.
- Develop assertiveness within the team so the feedback is possible and this prevents of hurting the feelings of anyone.
- Team building activities let know and understand each other's personalities much better.

All these examples at the end of all what they do is create more trust and create a better line of communication between the members of the team.

How Communication works between Management and Employees and to what purpose

Is Manager's responsibility to ensure an effective communication for employees with one another and with management. Effective communication can help to ensure that employees are giving information that will make a smooth business operations.

As a Manager, developing communication skill will enable you to understand the needs and desires of your team and lead them to a great result.

Establishing channels and setting some rules of communication make this easier so everyone knows how to approach and communicate with each other and avoid the possibility of misunderstandings.

Tone of voice, Choice of language and Level of formality are some of the things that as professional needs to use effectively and that's why is important to master the language skills. Not using the appropriate level of formality, the right word or the wrong tone of voice can cost you a big lost (lose your job, a sale...)

Now we are going to discuss a very difficult part in the communication, the **Active Listening**, it requires effort and discipline to master this ability. Is what makes possible understand what another person is saying. Active listening consists in paying full attention to the person who is talking. To give a meaningful response is important to fully understand what is the message the perspective of the speaker. Also creating a dynamic to let the speaker know that the listener is paying attention. There are five behaviors that encourage a listening posture and the acronym is S.O.L.E.R. (Square, Open, Lean, Eye contact and Relax).

- Square: Facing a person squarely make possible the good eye contact but at the same time give the possibility of looking away if needed in during the conversation.
- Open: Our body language communicates a lot about us and through our posture the other person can read how open we are to listen the message.
- Lean: other part of the posture is the way we lean backwards or forward. If the listener is leaning backwards is giving a message of not being interested while if the listener is leaning forward and even is nodding, is giving a message of interest in the conversation.
- Eye contact: Our eyes are like an open book with many information about ourselves. So is essential to look in the eyes during a conversation to show interest confidence and transparency between many other things.
- Relax: To have all your attention into the conversation is crucial to be relaxed, it also allows the speaker to also feel relaxed and that makes more provable to share information.

Personal Awareness is crucial if you want to make an effective communication and for this there are some strategies called K.E.Y.S. (Know yourself, Evaluate the professional context, Your professional interaction with others, Step back and reflect).

We are constantly creating nonverbal cues even without knowing it ourselves and we might be giving the wrong message. One way to work this out is Known yourself.

The next step is Evaluate the professional context and assess the nonverbal signals and check if your cues ling up with your coworker cues.

The third strategy is analyzing your nonverbal communication, and see Your Communication interaction at the right moment and think how do you react to their signals, and how do they react to yours.

The last one requires you to analyze your communication at the end of the conversation and then Step back and reflect and think how you feel with your interaction and the way you communicated.

Section -2-

To explain the communication process, we are going to examine some Models of Communication that represent some theories of how the communication is made. The models that I am going to discuss are *Shannon and Weaver*, *Schramm* and *Berlo*. These models show some diagrams that make much easier to understand the theories behind.

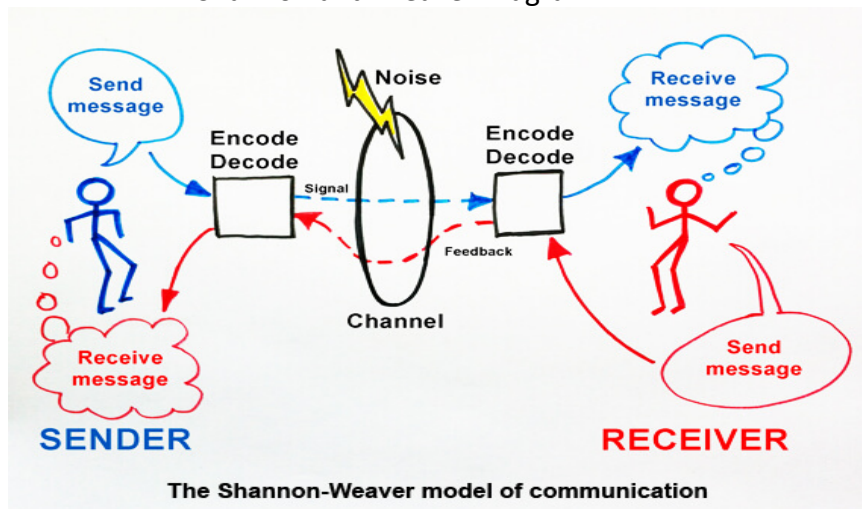
Shannon and Weaver

This is known as the “mother of all models” because it was one of the first models, created by Claude Elwood Shannon and Warren Weaver in 1948 and is widely recognize and supported around the world as a very effective model of communication. Is a very technological model and is more effective in one to one (one sender and one receiver)

The concepts in Shannon and Weaver model are:

- Sender: originate the message, select a channel and sends the message.
- Encoder: the transmitter which transform the message into signals
- Channel: is the format or medium used to send the message.
- Decoder: receive and transform again those signals into a message. The opposite of encoding.
- Receiver: where the message must reach and then provides feedback to ensure the message is the right one.
- Noise: through all this process of sending, encoding, decoding and receiving, the message can get distorted and the message might not be the right one or not even get to the receiver at all.

Shannon and Weaver Diagram.



Schramm

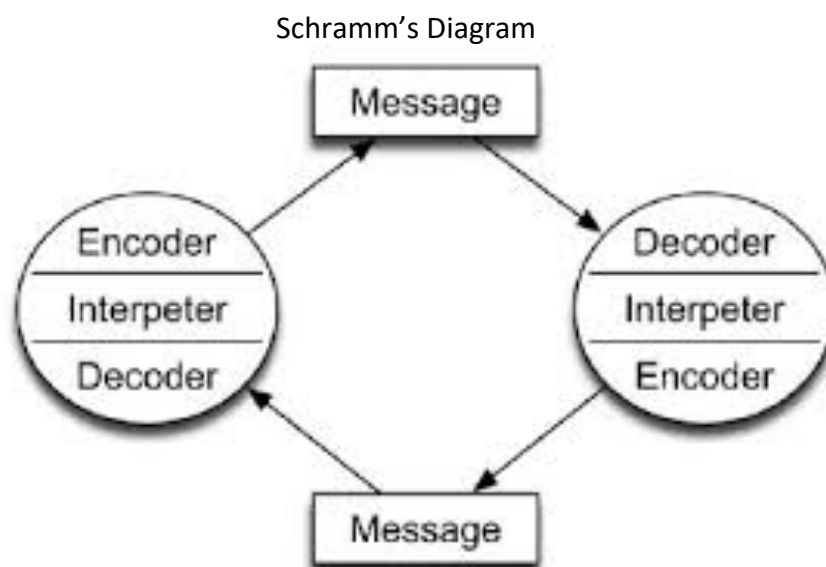
This model is rooted itself from the Shannon and Weaver model and it was proposed by Wilber Schramm in 1954.

The Schramm model is cyclical communication model and contains the basic principles of communication (Source, recipient and Message). It can be used to show how two people communicate exchanging information or ideas.

In this model the sender and the recipient can be the same person and is it up to the recipient to decrypt the message, interpret it and the encoding and sending it back.

Here I explain the three elements of this model.

- Encoder: or sender is the one who sent the message. To ensure the recipient can understand the message has to be encoded, and this means that the recipient needs to know the sender so both understand the same code.
- Decoder: or recipient is who the message has been sent to. The decoder must have some knowledge of the topic of the message to be able to decode it and communication is successful when the recipient can interpret the message correctly.
- Message: a message is defined as information and it can be communicated in many ways as word or other characters or symbols. Itself is the content of the communication and it plays a very important role in this model.



Berlo (SMCR)

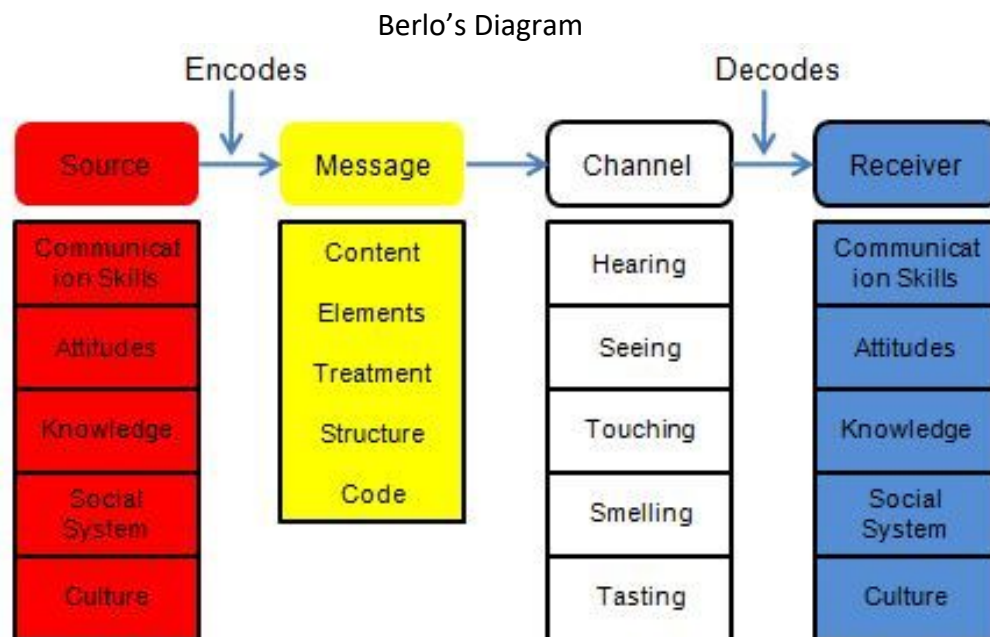
With his model, Berlo described how factors were affecting individual components of the communication, making it more effective. Also focuses on the parts of encoding and decoding which happens before sending and receiving the message.

Berlo describes the communication with four components and they are:

Sender, Message, Channel and receiver.

- S-Sender: is who originates or the source of the message. There are factors related not only to the sender but also to the receiver.
 - Communication skills of both the sender and receiver will make it more efficient and if its not good could affect even not making possible the communication between each other.
 - Attitude can change the meaning of the message depending on how is this one.
 - Knowledge makes the difference to allow the communication happen, if the knowledge of the receiver is not the same of the sender, there is a big chance of not being effective communication.
 - Social systems laws, beliefs, religion, rules, environment, values are many of the social factors that affect the meaning of the message and with it the communication itself.
 - Culture, a simple to understand is for example that something that it can be good to say in one culture at the same time can be very offensive in another different culture.
- M-Message: is what is been sent by the sender and it can be in forms like text, audio video, voice or any other media. There are some key factors that affect to it:
 - Content is what is inside the message, whatever is wanted to be transmitted.
 - Elements are the nonverbal parts of the message and go along the content
 - Treatment is the way in which the message is been transmitted to the receiver, it also affects to the feedback.
 - Structure how the message is been arranged and affects the effectiveness of the message.
 - Code is the form of the message, it might be in form of text, video...
- C-Channel: there can be various mediums to send the message through in this technological age such as telephone, internet, etc.
But if we avoid that, as a humans we have 5 senses that help communication flow.
 - Hearing
 - Seeing
 - Touching
 - Smelling
 - Tasting

- R-Receiver: is where the message ends. This model affirms that a sync between all these factors mentioned before is needed to create an effective communication.
 - Communication skills
 - Attitude
 - Knowledge
 - Social System
 - Culture



Section -3-

On the last part of this report, to exemplify some of these theories I will show how the communication in my workplace happens.

Within a restaurant if you stop for a second to analyze all the different systems used for communication depending on the part of the restaurant and how we combine them also depending on the specific situation.

I am a Barman of a very busy restaurant and for example the space to work behind the bar is quite small so is very important to keep a good communication between each other, and this is much easier because there are some rules of communication established. Due to the business of the place and therefore the loudness is very difficult to keep an effective verbal communication so we use a system based on touch and body language, some examples are if I am in the "cocktail station" and I am going to go to your right side I will touch your right shoulder and you are going to understand that I am going that way so you must not turn in that direction and with this we avoid accidents and improve the efficiency. We do this

because is more effective that saying "I go to your right" and with the music and the noise won't let me understand and then my colleague will turn that direction and we would crash.

This is one practical example of how communication can vary and using the right channel and code and knowing the rules of the system can make communication happen.

Conclusion

With this report I try to give a general information with some deeper details that can help to understand better how communication happens and many of the essential elements that conform the same. Also with some of the models shown is possible to understand all the process that occurs in the communication.

References

Berlo's SMCR Model of Communication," in *Businesstopia*, January 6, 2018, <https://www.businesstopia.net/communication/berlo-model-communication>.

Janse, B. (2019). *Schramm Communication Model*. Retrieved [insert date] from toolshero: <https://www.toolshero.com/communication-skills/schramm-communication-model/>

Businesstopia. 2020. *Berlo's SMCR Model Of Communication - Businesstopia*. [online] Available at: <<https://www.businesstopia.net/communication/berlo-model-communication>> [Accessed 3 May 2020].

Us, A., Leaders, S., Presence, R., Releases, P., Openings, C., Stories, O., InCorp, L. and Blogs, H., 2020. *Importance Of Good Communication At The Workplace | Incorp Global*. [online] InCorp Global. Available at: <<https://www.incorp.asia/hr/importance-of-good-communication-at-workplace/>> [Accessed 3 May 2020].

Work.chron.com. 2020. *Manager's Role In Facilitation & Effective Communication*. [online] Available at: <<https://work.chron.com/managers-role-facilitation-effective-communication-11621.html>> [Accessed 3 May 2020].

Communication Theory. 2020. *Shannon And Weaver Model Of Communication*. [online] Available at: <<https://www.communicationtheory.org/shannon-and-weaver-model-of-communication/>> [Accessed 3 May 2020].

Managementstudyguide.com. 2020. *Schramm's Model Of Communication*. [online] Available at: <<https://www.managementstudyguide.com/schramm-model-of-communication.htm>> [Accessed 3 May 2020].

Written communication

viernes, 13 de marzo de 2020

"Browse Chapter 3 & 4 and Read the 2 first pages of chapter 3"

Types of Written Communication

Vast Range:

- letters/emails
- Memos
- Reports

The above can be informal/formal or for Internal/External audiences

Report:?

- Promotional Materials
- Product information
- Handbooks – Users, Employees etc.
- Operational events – minutes of meeting, logs, plans, updates etc.

These may be formal but follow "protocols" or rules determined by stakeholders past ad present.

Stakeholders: is un person or group of people who have an interes in the situation that is been dcussed

A typical layout

Reports

- Introduction
- Main Body
 - Procedure – (What process has been followed)
 - Assesment – (What data has this procedure)
 - Analysis – (What does the data mean)
- Conclusion
- Appendices - Supplementary or detailed information

Letters/emails 1

- Direct – get to the point
- Clarity and structure to make reading easier and achieve intended result
- Polite
- ask or propose action if possible – action orientated
- Encourage a response even if just for further information

Letters/emails 2

- Show keenness and supportiveness
- As short as possible
- Conclude with a short appreciative statement within the character of the letter
- The letter you write normally influences the character of the response
- Basic Rules - Dear Sir + Yours Faithfully, Dear Mr Smith/Norman + Yours Sincerely
- examples? your experience?

FACTORS IN SUCCESFUL WRITEN COMMUNICATION

- Words
- Sentences
- Paragraphs
- Tone

Also avoid typical tautologies
(saying the same thing twice with different words)

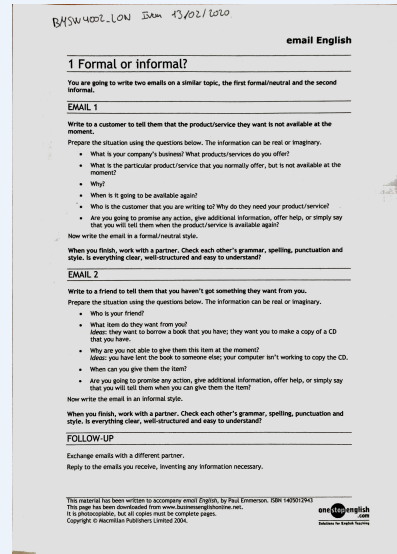
Common verbally but not

- "enclosed herewith/in"
- "the rue facts are"
- "in close proximity"
- "I myself"
- "am often in the habit of"
- "the reason is because"

(look at the powerpoint moodle)

Sentences

- Short with a sumple structure
- One idea = One sentence
- Link sentences with a common theme or sense of direction
- Be clear about



Activities

- Gym
- We usually do a yoga class the Saturdays morning and the next one we will not do the class
- Because a corona virus the instructor is not going to make the class to avoid any risk
- as soon as the alert and the pertinent authorities decide that is safe enough and there is no potential risk anymore
- We keep the relationship formal but with a friendly/welcoming approach due to the culture of the business.
- As soon as we got any new, we will update about the situation and we spect to continue with the class as we normally do as soon as possible. However we will keep you update

Email Activitie:

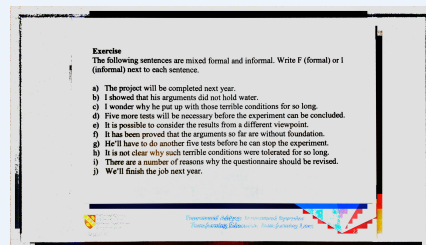
Dear Daniel,

We are sorry to tell you that the yoga class that you booked for this Saturday is going to be suspended due to the recent problem of the corona virus. Following the indications of the authorities to not gather people together, we suspended all the classes and events to avoid any possible risks.

However the Gym will be open between 9:00am to 6pm so you will have the possibility to do your workout as normal. Although we encourage you maximize the precaution following all the indications that the pertinent authorities are giving.

we will keep you updated with all the information required and we hope we will get back to the normal functioning as soon as possible.

Your sincerely,
Ivan.



- a) formal
- b) informal
- c) informal
- d) formal
- e) formal
- f) formal
- g) informal
- h) informal
- i) formal
- j) informal

Step Back and Reflect:

TROUBLE AT HOME, TROUBLE WITH TRAINING

As you read this passage and answer the questions, step back and reflect on what went wrong in this professional situation.

Jennifer is a recent college graduate who started a new job as a recruiter for a local nonprofit. Her job consists of placing individuals with employment barriers into jobs. She must build relationships with employers, secure job leads, screen candidates, and report her monthly hires/placements. Her position is commission based, which means she must make placements to earn money. While in training, she found herself preoccupied by several things going on at home. She was fighting with her boyfriend and in a conflict with her roommate. Her boyfriend sent her numerous text messages while her new manager explained the job responsibilities to the class of new hires. Between worrying about her relationship and the pressures of learning a new job, she heard the new manager say that she should do anything in her power to get placements, as this was the most important thing to remember of all the training content.

A few weeks into her position, Jennifer found that she felt really lost about how to do her job well. She was not making any placements. Whenever she approached her coworkers, they did not seem to listen to her. They rarely looked up from their computers or phones, and she had to repeat her questions several times before they answered. When they did respond, they answered only parts of her questions. Jennifer was left confused and frustrated. They all said the same thing, however: Getting placements was the most important thing to focus on, no matter how she met her goal. She followed their lead and began claiming credit whenever any of her clients found a job, whether she had assisted them or not. Jennifer was cutting corners to reach her placement outcomes. She had "heard" the message loud and clear. A few months later, Jennifer, her coworkers, and their immediate supervisor were terminated and the nonprofit was under investigation for fraudulent reporting.

STEP BACK AND REFLECT

1. What went wrong?
2. What role did listening play?
3. What are the ethical considerations?
4. What critical listening strategies can Jennifer employ to help her in the workplace?
5. How could Jennifer use the KEYS approach to improve her communication interaction?

1. A lot of communication skills. A lot of listening problems.

- K - Know yourself
 E - Evaluate the Professional Situation
 Y - Your Communication Interactions
 S - Step back and Reflect

- Finish the above exercises.
- Look at chapter 4 thoroughly (CHE Book)

1 - Instant Articles

2 - Like, um,...

3 - Because "green beans" is an arbitrary Symbol

4 - Regulative and constitutive.

5 - Regulative = when, with whom to talk about a Subject = what is appropriate
Constitutive =

6 - 55%.

7 • Displaying appropriate emotion

- Convey interpersonal attitudes
- Present one's personality
- Accompany verbal communication.

9

Know yourself
Evaluate the professional context
Your communication interaction with others
Step back and reflect.

1- What two components of Effective Communication does the chapter discuss?

- a) Active listening
- b) Assertiveness

2-

Posture Paraphrasing Probing

3-

S → Square O → Open L → Lean slightly forward E → Eye contact R → Relax

4- Reflective questions → Reflect the emotions or content.

5-

- a) open-ended
- b) Hypothetical
- c) close-ended
- d) forced-choice

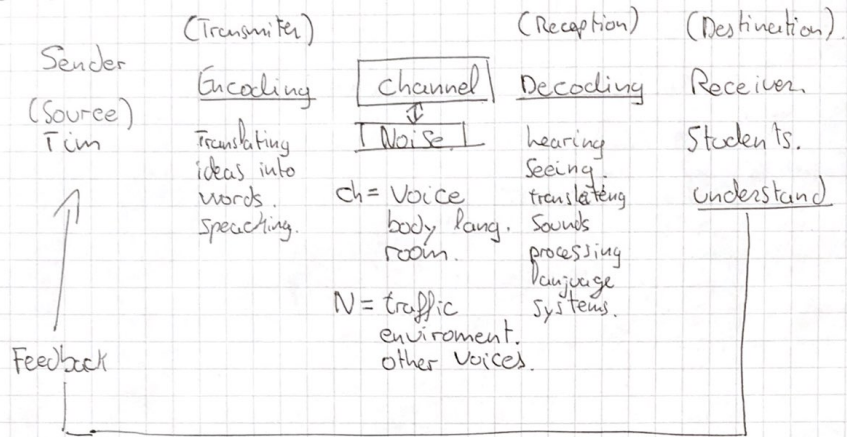
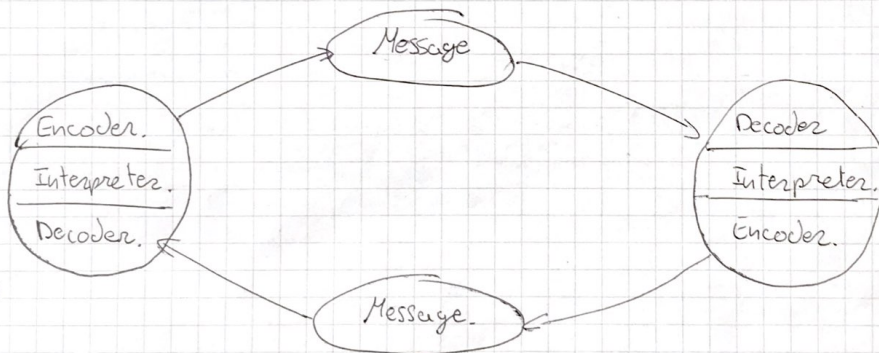
6-

7-

Face to Face

8-

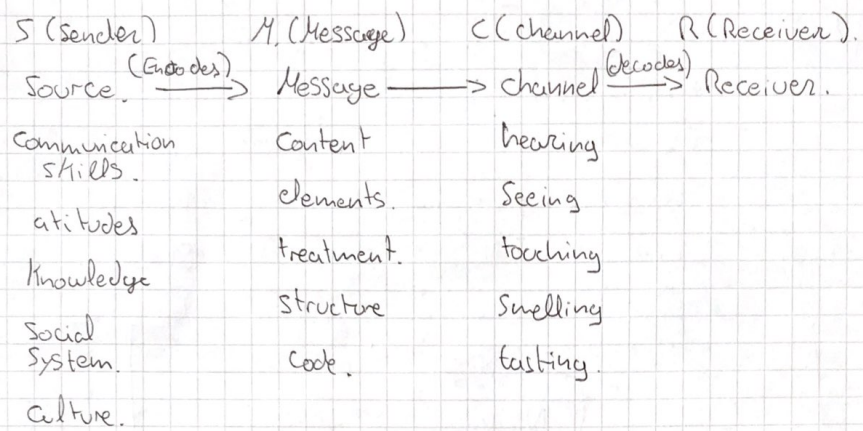
28th / 02 / 2020.

Models of Communication.① Shannon + Weaver (1948)② Schramm's model, 1954 - Feedback.③ Berlo model (1960) - Culture details.

- Words.
- Body
- System of ideas.
- Customs.
- Situation.

*Try to find examples of feasible communication (homework).

Berlo model.



Effective Teamwork and Communication.
(BMSW4002_LON)

21/02/2020

Term 1 Communication.

Term 2 Teamwork.

Books,

• Murrell, Schriek, Tinkler 2017.

• Morgan 2016

The Business Students Guide to Study and Employability

• 1 'Further' references

Communication

verbal

non-verbal

Para-verbal.

Communication is a
cycle.

proxemics. The science of the staging of a conversation.

- Verbal communication is the things that we say
- Non-verbal communication is the things we don't, but communicate through our body language.

Both are important and can say very different things.

Effective teamworking and communication skills.

21/02/2020

HELLO! My name is... *Tun*

What's your name?

Do you go to the Gym?	Do you have a pet?	Do you speak a language other than English?	Do you play a musical instrument?	Do you like sushi?
<i>Refcelu</i>	<i>Dewan</i>	<i>Syed</i>	<i>Tun</i>	<i>David</i>
Have you got a sister?	Have you visited France?	Do you own a Samsung phone?	Do you read a British Newspaper?	Do you go to the cinema?
<i>Nazma</i>	<i>Soray</i>	<i>Becky</i>	<i>Soray</i>	<i>David</i>
Do you have dangerous snakes in your country?	Do you collect something as a hobby?	Do you like poetry?	Can you drive a car?	Do you sing when you're having a shower?
<i>David</i> <i>yes</i>	<i>Mia</i>	<i>Soray</i>	<i>David</i>	<i>Becky</i>
Do you play football?	Do you have a brother?	Have you ever had a bad dream?	Have you been to Birmingham?	Can you swim?
<i>Viorel</i>	<i>Viorel</i>	<i>Viorel</i>	<i>David</i>	<i>David</i>
Have you met a famous person?	Are you a good cook?	Do you have a bicycle?	Do you like cricket?	Have you visited the London Eye?
<i>Samira</i>	<i>Farida</i>	<i>Tun</i>	<i>Dewan</i>	<i>Samira</i>

lloyd beharry - 6/19

Ivan Celbran 1914237.

Teamwork and
communication skills

28/02/2020

MARIA and PEDRO

Pedro works on a building site and Maria is his wife.

One day Maria phoned Pedro.

'Hello, Pedro, when you're coming home, see if you can get me a chicken.'

'Okay,' replied Pedro.

When he got home, Pedro took off his boots and coat and went into the kitchen.

'Maria, where are you?' He said.

'Here - in the sitting room,' she said.

When Pedro went into the sitting room, Maria said, 'Where is the chicken?'

'What Chicken?' Asked Pedro.

The one I asked you to get on your way home.'

Oh, no! I thought you said when I come home I will see you in the kitchen!

- 1 Q: Why do you think Pedro misunderstood Maria? Noise in the channel
- 2 Q: Whose Model of Communication explains this confusion and why?
- 3 Q: How could this have been prevented?
- 4 Q: Whose Model of Communication explains how it could have been avoided?

- ① Noise in the channel, ~~code~~ wrong code (not understanding the language)
- ② Berlo or ~~Schramm~~ ~~Shannon & Weaver~~ there is no feedback.
- ③ With feedback, maria could double check the understanding of Pedro.
- ④ Schramm's model.

