

Effective Team Working and Communication



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1.0 INTRODUCTION

- Teamwork is the group's activity in which it aims to accomplish its most common goals, which are proposed on every given occasion. It is a function that often depending on the effort of each, makes the group work better.
- In order to share knowledge with others, we use communications, having several potential means. In the event that we do not understand anything or want clarification about something we do not understand, it is really important. It helps us a lot to get an outstanding job.
- The business with which I work is one of my firms, the Private Chauffeur Company. It is a business that provides private customers with a taxi service. In order to provide an outstanding service, it is necessary for me to obtain a special partnership with my work team. For my team, I have to set a clear example so that a good relationship can be sustained.

2.0 TYPES OF COMMUNICATION

We have two forms of communication> Verbal communication is a communication in which words are interacted with. Meanwhile we have non-verbal contact, where we do not need to use words. In our daily lives, both communications are very important.

With gestures, facial expressions, body postures and eye contact, non-verbal communication allows us to complete the phrases you say. The aim is to try to offer an idea or convey what the person in front of you is trying to say or to be understood.

We use words in verbal communication to be able to convey ourselves and make the message reach the individual who is addressed. To be more descriptive with the words, a more informative message, the opposite of non-verbal communication.

2.1 VERBAL COMMUNICATION

We use words in verbal communication to explain what we are trying to communicate or are trying to say in this action. The terms that we try to say or say during the day are essentially verbal contact. There are also very different ways and examples to communicate verbal contact, in a company or a neighbourhood culture.

Always bear in mind to use the right terms so that we do not misinterpret or comprehend the stuff we really didn't want to tell, always managing the tone of voice we express ourselves with. I'm going to include some examples of verbal engagement. If a worker asks me if he is working the next day and whether I am with a (YES) or NO) respondent, he listens to me and, depending on the response, receives the message. Another instance is when I give the employee his response whether he wants vacations in (SUMMER or WINTER) helps me to coordinate my employees. Maintaining verbal contact with staff on a day-to-day basis and always understanding what is being expressed is very important.

2.2 NON-VERBAL COMMUNICATION

Non-verbal communication is when, without having to use words, we attempt to communicate or say something. Trying to demonstrate or communicate with our body language, movements, facial expressions, tone of voice, stance, appearances, what we want to say. Technical studies indicate that 80 per cent of contact is aggravated by body language. When attempting to talk or communicate with others, non-verbal communication has a very strong significance and effect. If the person in front of us demonstrates confidence in non-verbal communication, the attitude reflects a lot of the conversation with the person in front of you can be very different from the one who is not confident.

For instance, I ask a worker from a very distant distance in my company to come to me a gesture with his hands) and he responds by refusing me with his eyes.

In this case (Sender and Receiver), the movements and facial expressions of both parties have a major impact on communication.

To take another example, in order to become a driver, I once had to interview a worker. When non-verbal communication plays a major part in this position, body language should say the same as trust if you are confident. It was all different in this situation, and what he helped me see was that what he was saying was not all real.

Non-verbal communication's best tricks are, shoulders up, look at the person who talks to your face, arms crossed, squint, don't get nervous, talk and know how to listen. The fact that we are aware of our non-verbal interactions is very important.

3.0 THEORIES OF COMMUNICATION

SHANNON-WEAVER - BERLO'S - SCHRAMM'S

3.1 SHANNON-WEAVER MODEL OF COMMUNICATION

In 1948, when two founders (Claude Elwood Shannon and Warren Weaver) published an article called "A mathematical theory of communication" the Shannon-weaver communication model began and established the communication model in which it has become one of the most important to date.

The model consists of 6 principles for communication: transmitter, encoder, channel, noise, decoder, and receiver.

The model starts with the sender who is always a person or entity who sends a message through various means, such as oral, written, body language, music or more distinct ways, what he does. For a message that enters the computer or relies on the medium, the code is obtained.

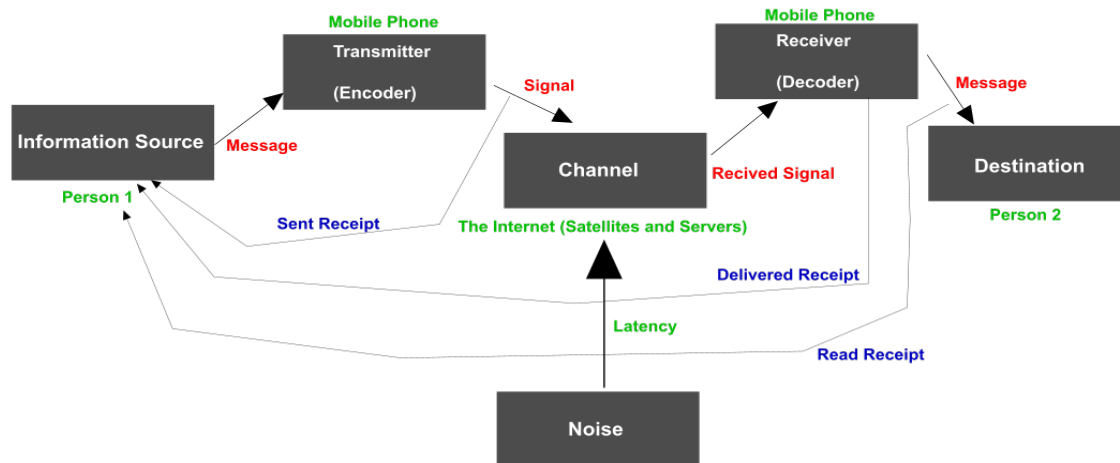
- The encoder is a computer that translates messages into signals.
- The channel is the medium where the message is sent by the sender.
- The noise is what interrupts the message, which can be internal or external as it is being sent.
- The decoder is the unit that translates signals into messages.
- The person or object receiving the message sent by the sender is the recipient.

There are issues with this contact model, and these are:

When the channel creates a problem, the technological problem is that the message is sent and received in a very different way; the semantic problem is that the message is sent and received in a very different way and the effectiveness problem is the way the message originates in response. In this communication model, there is a benefit that noise can be reduced and that is a great help to reduce the problem and make it more efficient.

Modern equivalent to the Shannon Weaver model of communication

Shannon - Weaver Model
Modern Equivalent
Feedback



Reference of imagen : <https://jacob1055.weebly.com/week-2.html>

3.2 BERLO'S MODEL OF COMMUNICATION

In 1960, David Berlo invented and developed a new communication model, the SMCR. What this model does is provide a clear understanding of the variety of components that make up the basic communication mechanism and that the encoding and decoding of the message is also of particular significance. This model of communication is linear and for an effective communication to occur, the individuals who have the communication have to be at the same stage.

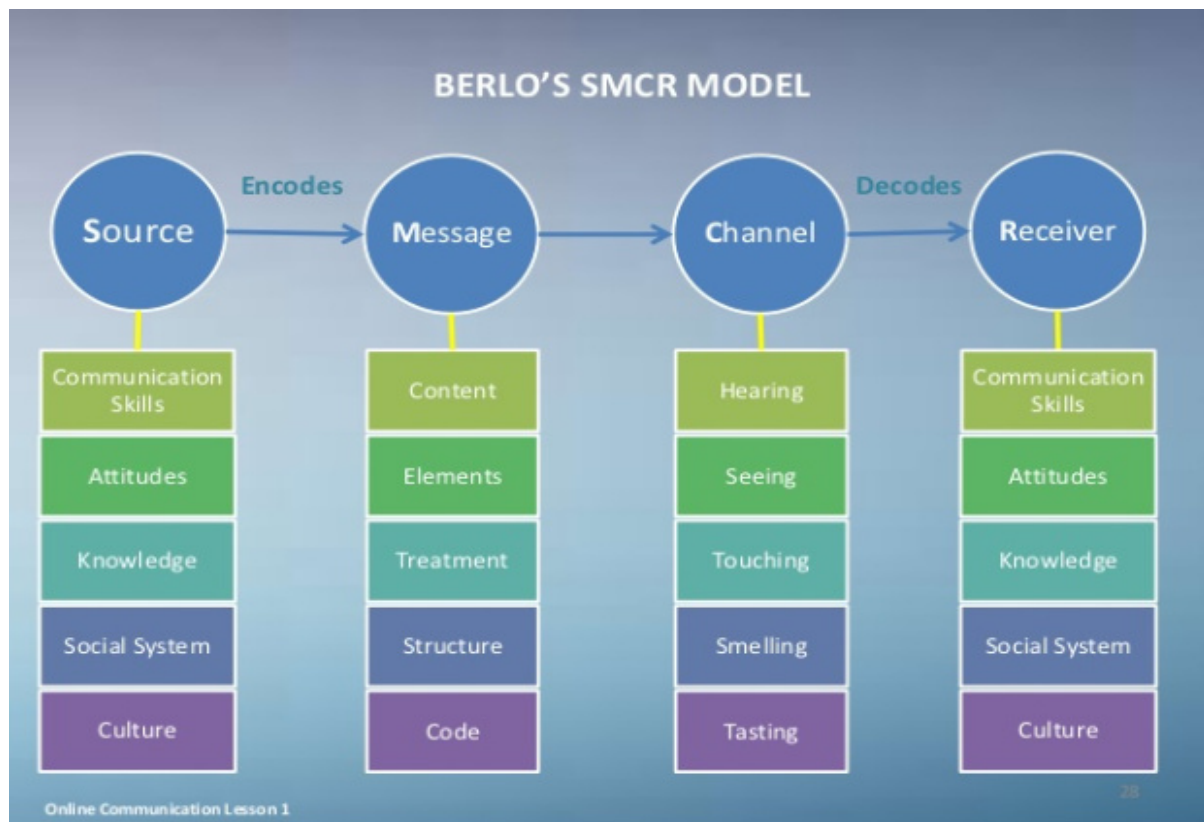
The sender is called the person who sends the message or originates the message, and it may also be the source of the message. In receiving the message, there are also factors related to the recipient, such as mood, experience, social structures and culture.

The message is the fright or stuff the sender sends to the recipient, it can be a speech, audio, text, video or any form of medium message. The variables that impact the message, such as material, part, treatment, structure, and code, must also be addressed.

The medium is the means by which the sender sends the messages to the recipient, examples such as mobile devices, internet, etc.

In the tube, the five senses are present: listening, seeing, touching, smelling, tasting.

Berlo figured that the sender and receiver had to be at the level of the receiver who receives the message sent by the sender. The sender has variables, such as communication skills, attitudes, knowledge, social structures, and cultures, that affect the recipient.



Reference of imagen : <https://etechmethod.wordpress.com/2016/10/11/berlos-smcr-model-of-communication/>

3.3 SCHRAMM'S MODEL OF COMMUNICATION

The roots of the model come from Wilber Schramm's 1954 Shannon-weaver contact model.

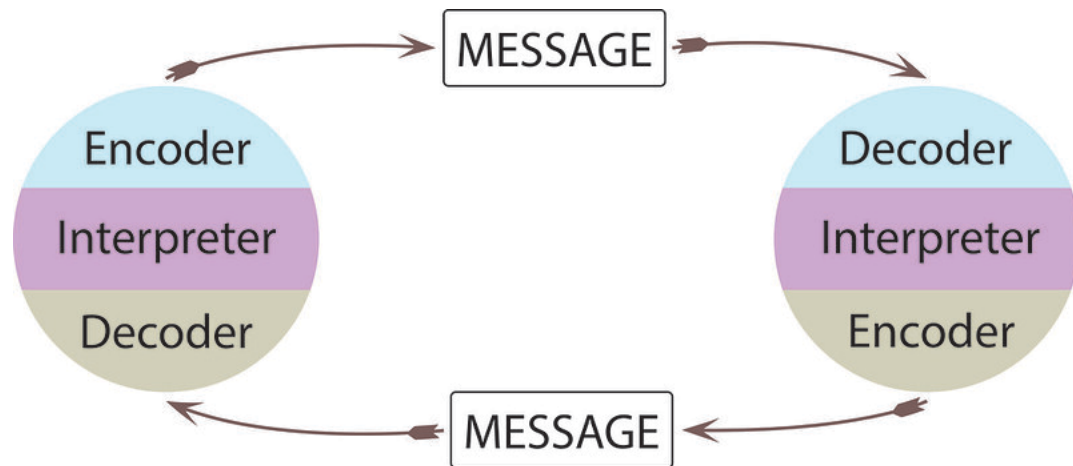
This model includes ideas for simple communication. It's a cyclical model and it's circular to better understand it.

The person who sends the message may be the same person, understood as the (sender) and the recipient (decoder). The only major difference in this communication model is that there are not four parts, like the Berlo model, there are only three.

- The person who sent the message, the sender or encoder (source).
- The individual or group of people who receive the message is usually the decoder (recipient).
- The message is the sender's information, it may be verbal information in which the sender uses words to convey the idea or non-verbal information when and if the

message is sent without words but to express the idea through body language, facial expressions, etc.

-Comment, the recipient's reaction or the reply to a response from the sender. It can be verbally or non-verbally communicated. Typically they are in writing, a text message, an email.



Reference of imagen :

[https://socialsci.libretexts.org/Bookshelves/Communication/Book%3A%20Interpersonal%20Communication%20A%20Mindful%20Approach%20to%20Relationships%20\(Wrench%20et%20al.\)/02%3A%20Overview%20of%20Interpersonal%20Communication/2.04%3A%20Models%20of%20Interpersonal%20Communication](https://socialsci.libretexts.org/Bookshelves/Communication/Book%3A%20Interpersonal%20Communication%20A%20Mindful%20Approach%20to%20Relationships%20(Wrench%20et%20al.)/02%3A%20Overview%20of%20Interpersonal%20Communication/2.04%3A%20Models%20of%20Interpersonal%20Communication)

4.0 CONCLUSION

We have spoken in this ETW report and we have seen what communication is its modes and functions at work, such as communication models and their operations.

It is more necessary to say that good communication in the workplace is key, it is very fundamental in this case, speaking of my business. The contact of the employees helps a lot and ensures a healthy working atmosphere, it also helps to connect with their colleagues for help if the employees are not obvious.

It also enables my business when it comes to efficiency, to be more successful and efficient. Since everyone has the chance to share their thoughts, it creates a very good relationship between colleagues. Since people are not afraid to bring their ideas to the table to be discussed as a team, creativity does not take place here.

5.0 REFERENCES

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- III. SCHRAMM'S MODEL OF COMMUNICATION. [Online] Available at : <https://www.qsstudy.com/business-studies/schramms-model-communication> (Accessed : 8th December 2020).

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