

Effective Teamwork and communication

Report

Name: Greta Coka

Student Id: 2030965

Lecture's name: Lizeta Demetriu

In daily human activities, communication has an important role for everyone. The process of communication is an exchange of information from one place, person or group to another. To achieve success in communication, people must exchange information and understand each other well. If the flow of information is blocked because they do not understand each other for any reason, communication will fail. A good communication so that others can understand what you want to say can avoid conflicts and arguments between all people. In many cases, the cause of the conflict is saying something in the wrong place, misunderstood or overheard. Shannon-Weaver communication is a basic form. In 1948, Shannon was an American mathematician, electronic engineer, and Weaver was an American scientist. Both of them joined together to write an article in the Bell System Technical Journal called "A mathematical theory of communication" and also "Shannon-Weaver model of communication." This model is especially designed to develop effective communication between sender and receiver. Also, they find factors which affect the communication process called noise. The first model was developed to improve technical communication. First, the sender (information source) selects the desired message. Encoder - the transmitter which converts the message into signals. For example, in a telephone, the voice is converted into wave signals and it transmits through cables. Decoder - the reception place of the signals which converts the signals to a message. Receiver - the destination of the message from the sender. Based on the decoded message, the receiver gives their feedback to the sender. If the message is distracted by noise, it will affect the communication between receiver and sender. Noise - the messages are transferred from encoder to decoder through the channel - the message may be distracted during this process of being affected by physical noise. A practical example of the Shannon-Weaver model of communication in the class we discussed two stories: Maria and Pedro and the professor and village people. We find the problem where the communication is wrong. Schramm's model: sender (transmitter) - the person who sends the message. Encoder - the person who converts the message to be sent into codes. Decoder - the person who receives the message. Interpreter - the person trying to understand. Receiver - the person who gets the message. It's the same person as the interpreter. Feedback - basic response to interpreted message. Noise - interference and interruptions caused during the process. Channel - used to send the message. Schramm's model is built on the theory that communication is a two-way street with a sender and a receiver. Schramm proposed the model of communication in 1954. It played an important role in founding and shaping the discipline of communication studies. Berlo's SMCR model of communication represents the process of communication in its simplest form. S - sender, M - message, C - channel, R - Receiver. This model describes the different components that form the basic process of communication. In 1960, David Berlo created the SMCR model of communication. The SMCR model has four basic components: sender, message, channel, and receiver. Sender - is the source of the message who organizes the message and sends it to the receiver. Message - Any message of thoughts into words that the sender sends to the receiver. It can be voice, text, audio, media, or video. Channel - refers to the medium used to send the message. Receiver - is the person who gets the message and responds accordingly. The message might not have the same effects as intended if the receiver and sender aren't similar. Many factors are affected by

each of the component. Components of Berlo's models of communication: Sender-Communication skills include the skills to present, speak, read, write, listening, etc. Communication skills is very important in our life is the first things that people can see to us the way how we speak how we understand other people. Attitude-creates the effect of the message. Knowledge-is used to send the message effectively to communicator. Social systems-creates the difference in the generation of the message. Culture-A person with different culture can make message as well different. Message: Content, elements, treatment, structure, code. Channel: hearing, seeing, touching, smelling, tasting. Receiver: communication skills, attitudes, knowledge, social system, culture. Two most common types of communication are non-verbal and verbal communication. Some scientists believe that many facial expressions such as smiling, laughing and crying are universal in all cultures. For example, greeting a well-known person, from our side can most likely be done by raising the eyebrows. Children who are born blind have the same facial expressions as children who see. Looking in the eyes, pointing towards the person, sitting opposite have their own meaning. This form of communication is often in diplomacy, in counseling, when you want to show the client that you care about him. Non-verbal communication is information, emotion that is expressed without words and without help of language. Verbal communication –human characteristic which is based on the ability to produce phonemes and the ability to build groups of voices capable of carrying a meaning. In the process of communication through spoken language, the process of listening is extremely important. Listening is about focusing attention on the message. It is also quite important to take short notes while someone conveys the messages to the listener. Compared to verbal communication, nonverbal communication is less controllable, but it is more powerful because it carries a lot of emotions and feelings that are often impossible to express in words and sometimes difficult to understand. Studies show that nonverbal communication is often far more valuable than verbal communication. One of the main reasons is that verbal communication is related to the conscious part of the human mind, while nonverbal communication can serve to communicate our attitudes or feelings that come directly from the unconscious. This is why we understand when someone fears us or dislikes us, despite the fact that in words it may mean the opposite. In many cases, our body language can "betray" us by giving others information we would not want to give. For example, at many police stations in the US police officers use body language analysis to judge whether a suspect is telling the truth or not. This type of communication, instead of words, uses facial expressions, posture and gestures, looks, the way we dress, and even elements such as tone or rhythm of voice. Verbal communication is the use of words to convey information. The main tool is speech. There are different purposes in communication: to make a message, to find the answer, express criticism, your opinion, stimulate for action, come to agreement, etc. Depending on them, it is built - orally or in writing. The language system applies. Speech communication has its own types. We have already listed the main ones - this is the speech in all its manifestations, dialogue, monologue. The characteristics of verbal communication are that it accommodates more private communication. Conversation is an exchange of words of thoughts, thoughts, knowledge. Two or more people communicating in a relaxed atmosphere can participate in this process. Conversation is used when any problem is highlighted or any questions are clarified. The interview is slightly different from the formality of the conversation. The topics of the interviews are narrow professional, scientific or public issues. Dispute is a dispute over scientific or socially important topics. This species is also included in the concept of "verbal communication". Communication within the dispute between people is limited. The discussion, on the other hand, is also public, but it is important in it. Different opinions are discussed on a particular question, different views and position are presented. As a result, everyone comes to an opinion and resolves a controversial issue. Disagreement is the opposition of opinions, a kind of verbal struggle to defend his opinion. In the week 3 I learn how to write : -Formal and informal English letter, Writing a Business e-mail. We practice and we send to our

teacher letters. Meaning An official letter is a letter, written in the official language, in the prescribed format, for official purposes, Professional communication , Written only in the format described. A letter written in a friendly way to someone you know is called an informal letter, Personal communication, No formats described. In the 4 week I learn how to be communication in workplace.

Case Study: Barry and Barriers to Communication. Most of us told our experience in work. For me the communication is the number 1 for the important things that someone should have in their life. I'm working in McDonald's for 2 years and this experience has grown me. Because when I came here in UK in the first time my English wasn't perfect and I find myself in very difficulties in my job. I was trying to give my best even sometimes I couldn't explain myself if I didn't make something wrong for examples and this is hard for me. But for now I'm learning and who ever came in our restaurant I'm very friendly and I try to understand all the new people who don't know language I help them and for this I'm very happy that in this school I learn to much things in the short time. There are some of the elements that help me to much in developing good communication skills in my workplace.

1. Being patient-I'm very patient person and with this skill I'm able to have more patience with new members in my work. In this way I have create a good relation with all of them.
2. Being personable-working there for 2 years I try to learn new people following the rules. I always learn them in a professional way.
3. Listening-the most good way to communicate is to listen what other people want to say. I don't interrupt them and I'm very focus In their problem.
4. Solving problem-to solve a problem in the company is one of the most difficulties nowadays. I'm very confident In my workplace and I'm trying to solve the problem in the good way. I want to listen all of them stories and make sure to don't keep side to anyone.
5. Respect-If any person want to keep a good communication in the work first need to be respectful to everyone.
6. Being clear-I don't want to make difficulties in my colleague's life. I'm trying to speak in the clear way to be understanding with them.

Technology affects the way individuals communicate, think and learn. It helps society and determines how people interact with each other. Technology plays an important role in society today. It has positive and negative effects on the world. Some positive impacts of technology are: virtual doctors visits, some off the most work we do online such as some issues in the bank, online education and ease of research, ease of mobility, costs efficiency, enhanced communication with others which can improve the feeling of connection. Our life is more easier year by year. The technology is getting more advances which has a good effect in our daily lives. In the pandemic situation doing online lessons helps as to don't go to school and to protect all people In the world. All users have freedom of expression on the Internet, which is considered one of the most important and important inventions of Modern Technology in the history of technology in general, which has a historical weight similar to that of telephone devices. mobile phones and computers in general. , allowing not only complete freedom in the expression of thoughts, but also qualitative fluid communication. In turn, this invention allowed many people to make continuous progress in spiritual and mental enrichment. Every known process in the world is automated every day to reduce the execution time of every daily activity as well as to improve the comfort of human beings and animals, the invention of digital televisions and automated armchairs being one of the inventions of technology modern. with one of the biggest positive impacts on society. Each of the entertainment-focused inventions have also created many jobs that previously did not exist in the labor market. The fields of design and art see great benefits from the use of Modern Technology, which allows the work of many artists to be transferred to simple digital environments, with a variety of tools to give better textures and unique qualities to their works artistic. that little by little, as they are treated under these means, they change vitally, giving the artist or designer a masterpiece of his own accord. Digital workers, such as bloggers and writers, also benefit from this technology. Some of the negative impacts of technology are: sleep problem, obesity, headaches, neck and shoulder pain, dry eyes, blurred vision. We are all aware that today's generation have a passive life different from the previous generations. I remember my childhood my life was very active, I played outside and engaged in activities. Now what we see in young people are only phones that they carry everywhere. Being in a world of isolated children are more closed in themselves. We can stop using too much technology doing

these:create project for yourself,choose outdoor activities over technology,limit social media use,go outside.

Conclusion:

1.Communication is one of the most important skills that helps us in the most daily lifes.Everyone need to know how to communicate good and how to use the perfect way to solve the problmes that happens.We have to make the world better by using the good words without offense but with respect.We have enough strength to manage our time and to fix our manging technology which we have bad effects.All generations should to the best to make our lifes better.The most quotos that i think is the some for us is the Mother's Teresa :''Not all of us can do great things.But we can do small things with great love''.

