

Module name: Effective team working and
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Lecturer name: Gulnar Ali;

Student name: Pantiru Ioana Georgiana;

Student id number: 1914744;

Portfolio

Introduction

Effectively team working and communication what actually means? Do you really need those days to be effective or to communicate? We have so many varieties of technologies with applications which help us to keep a good communication between us or to be effective at work without being necessary to be there.

To build a great team must involve ample bounds of activities aimed for improving the performance of a team. The goals are to find the best in the team and to develop good communication ,leadership skills and the ability of working together and solve the team problem.

Making a team work some key points must be developed such as clear goals,decision making authority, accountability and responsibility,effective leadership ,training and development provision and resources , organized and rewards for team success (Fapohunda,T.M.2013).

Thinking for a moment, in this entire world wide communication did not exist. How will the groceries be done if from the shopping list you cannot find by yourself some ailments and communication does not exist so asking for help either.

To exprim your feelings like I love you without words, just tipping on the phone or computer! O right but people may correct my saying love can be shown by giving flowers , buying a ring and many others.Feelings similar to love must be honest.

To have one interview at a dream job and not changing any words between you and the rest? It was easy to get one job just by smiling .

Not communicating with each other and not being effective we get easier from the rest of the people a tag with different meanings. Such as foolish ,retard or disabled. To be honest and realistic, how frequent times did we struggle with wrong messages at the necessary moment.

The first impression everywhere we are going is the grooming and what we are saying,this is mostly called the first impression.Each person is unique by their skills and capability of communication .

On a scale the top one is communication and after the rest flexibility,respect,creativity and more.Dealing with different human competence results in verbal or non-verbal communications.

Verbal communication conforms to(Robinson and Robinson 1982)is created by language

For a useful communication between two or more people the logic of the message must be clear and understanding ,otherwise they are just delivered words. Without knowing the meaning of the words the rest will not be able to figure out the idea .

Non verbal is the viceversa of the verbal one is all about the body languages which some deaf people are going to understand the meaning of the text (Ivy and Wahl 2014).

On week one at modules we learned about communication which have many ways to deliver and ways to receive. Information has been given by thoughts ,ideas and emotion and all of this with simple gestures.

The Pyramid of communication is divided in five categories which are, Societal;Institutional; Group; Interpersonal;Interpersonal.

In class even from the start we learned about the model of communication from Sender to Receiver by letter,email,media,verbal. The Feedback as a result of what i understand in total.

Evolution was slowly progressing and from being (50,000 bc) ways to communicate with gestures or a fire ,a sound was as well counted as communication.

Later on mail courier appeared and after in (1838)telegram was in force but twelve years later in (1849) telephones another huge discovery. From behind was a two way radio (1969) , first mobile trunk has been

installed in (1973) but the massive technology of the internet has landed in (1990) with a huge impact on the entire planet.

Information is good but in a way too much to handle and to remember. Even if it is easy to find knowledge about everything, many times it is wasted to be wrong and exaggerate.

A work of two important men has been given a theory of communication. One mathematician named Shannon and the scientist Weaver .

In professional way communication has been called the mother of all models according to this important theory created by (Shannon and Weaver 1948).

According to the Shannon and Weaver scheme there are few steps related to communication.

Sender or the source of information. Before delivering any information no matter the style email, phone call , fax, letter, video or voice record is crucial to make the message clear and concise .

Encoder is the electronic circuit which gives signal and lets the information go through. In this case we include only the information sent by any digital source. Each electronic device has one depending now about the necessity.

Channel of communication is normally the wire which can keep the important and necessary data of the format message. As the message goes along the channel noise may appear.

Going back to the sender ,he must be sure when someone passes a message to him/her around there is no future noise which creates misunderstanding. Because it is easy to miss one number ,one hour and chaos will be done .

Receiver and the destination are the last important part of communication because the information can be good but in the wrong place and wrong place with the necessary information.

Example

Was Friday and I was at my part time job.I knew it would have delivery but I was not informed about the time whatever was important for me because from one o'clock I should go to school.

The delivery guy came at 12 and the stress just started. Full of delivery all over the shop to put back in place and a lot of customers because it was lunch time .

I was almost late at school and angry .When I told my manager he told me to stop complaining as mistakes may happen .I reacted back and i let him know for the next time he cannot count on me if i will not be properly informed . Giving this example now is clear why the number or the time in a message.

But not only in this case I need a personal to read and to make sure all numbers are there , as i assistant manager i work with money and computer and believe or not is ten times stressful when i have to pay literally for my mistakes or others who don't give proper attention on what must be done.

The skill that was important here was note taking especially in the bakery domain where information flows and does not have time to stay. In a workplace where people are going in and out like hospital receptionists ,front counter,manager,assistant manager ,nurse,doctor and so on it is crucial to take notes to help us to monitor what has or must be done .

Personally, I take notes all the time to find the situation I am in more easily when I am asked or I have to come up with information.Keeping the record for myself maybe I can help others in future.

Example

Due to my breast problem a long time ago it was necessary to book an appointment for a check up. Because I was on holiday I made that by phone and I was in the garden. Everybody may know how it is in the countryside , noise caused by animals ,kids and so many.

With all of this I decided to call and request an appointment after my holiday. Just one week before i received a message with the last call to go to hospital.

I was so confused and I called back for more details and I found out that my request has been wrong understood. Realising after a while, the reason was because of the noise from the garden and it was necessary to reschedule my appointment carefully next time .

What I've been learning from this is how important is communication skill in any environment. No matter the circumstance the message must be delivered or received as clearly as possible.

Communication is so important as well for companies which are constantly looking to improve and step forward .With what is in mind we can create a new technology with brilliant results.

So in both examples it is important the delivery of content and the clarity is a must when you are the sender. The noise around can make the situation worse in different scenarios .

Another theory on communication is David Berlo who promotes one more model of communication known as Berlo's in 1960 or SMCR which means Sender-Message-Channel-Receiver. Who named some factors affecting content in communication making it more efficient.

Focusing on encoding and decoding the message before arriving each one in their place. SMCR individuals are mainly affected by many factors.

Sender can be affected by :

- Communication skills- is obviously the grammatical or writing that particular language.
- Attitude- nobody will appreciate a rude tone.

- Knowledge- without knowing what must have to be said is better to not mess the situation with inadequate explanation. With the different knowledge on the other side by phone can be one doctor, lawyer.

Message can be affected by:

- Content the structure of the text can be personal, sensitive, banking, medical and must be read only by an authorised person.
- Treatment- Some people cannot have the accessibility to visit the doctor, health problems can be the reason . So contacting the doctor will get future treatment and advice by phone .

Channel can be affected by:

- Hearing- If the message has been done by phone noise or poor signal can make it hard to understand and lose precious time by dealing with what has been said by the sender.
- Seeing - In case if one email, letter, text message was successfully sent and the content is not complete again problems may occur.
- Tasting- Someone can have allergies and people have to test some products before buying to make sure nobody gets hurt . This is in case of a face to face meeting between sender and receiver.

Receivers can be affected by all those listed on the first point . If from the start information has been messed up the final result will be to the very end a mess

With all this theory in communication is really important as well the posture and the face attitude which most of the time says a lot about that person. In week 3 one good example has been given to us in class and I will write it down .

All over the country's important persons such as presidents, gouvernante, must be present in front of millions of people to speak about future changes or important news . The message must be

delivered in the most positive way ,with a smile on the face and giving to people the trust they need the most .

Is important how the body language looks, especially in presentation .Professional speakers(Grayson,R.D.2011), *explain* with details about having a brilliant success some tips must be followed. So be careful when it is about posture,gesture and movement,facial expression,eye contact and do not forget to dress formally.

As it was mentioned, Richard Nixon vice-president he candidate as a president on 26 september 1960 hase a serious injuries knee while he got out from the car. Surrounded by journalists and cameras it was impossible to hide the pain and the audience was not that sure trusting this man.He was swinging in sides and at the same time sweding, slowly losing his confidence he lost the battle as president.

Communication has so many complex structures whatever, includes as well writing which includes operational report,letters,email, promotional material,products information,handbooks. Must have important criteria starting with introduction,main body (procedure-assessment-analyse),conclusion and supporting evidence.

Words must be clear and brief but at the same time careful with the passive and active voice in a professional way if it is a report or assessment according to (Delecta,J.R and Dr.Ramana,G.P.2015).

The marketing and international business will never be the same and is a challenge for the different culture people.Understanding Effective cross-cultural awareness can be considerate a skill as is important to accept all and treat them equally.

For most cultural people,misunderstanding is a barrier which makes those different humans with a large amount of value not working well and anxiety starts to check them quickly forgetting their purpose.

They are two types of people and those are High context culture and Low context culture .So barriers must be eliminated in order to lose a good business. Because of different studies, the possibility of calling someone by their name may be treated as disrespect from the high people context

side. When on low context part are more happy to treat them equally without barriers.

Another theory gives us many responses in order of communication and this is Hofstede model. He studies around 6 cultural dimensions.

Power Distance are the people with or without power because of the degree. Individualism and Collectivism are the strengths without community. Masculinity and Femininity proving which one is brave enough for the role. Uncertainty Avoiding how some people can work and deal with anxiety. Long- and Short-Term Orientation is the empathy between religion and not only. Indulgence and Restraint difference between people which are enjoying and not life.

Doing this assessment I have learned how important is communication everywhere I go from now on and is more important to be careful about cross-cultural awareness because I work and study with varieties of kind and helpful people. We all coming from different parts of the world and having so diverse knowledge about our country's culture and we should be proud no matter what other says or judge about.

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