

# LCLM4003 Effective Teamwork and Communication

- ASSIGNMENT 2: Group Presentation

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# Overview

1: Introduction

S1

2. Barrier and Solution 1 - Student

S2- 5

3. Barrier and Solution 2 - Student

4. Barrier and Solution 3 - Student

5. Barrier and Solution 4- Student

6. Barrier and Solution 5 - Student

# 1.Introduction

- This presentation is to identify the five core communication barriers enviromental noise, language, age, cultural and emotional. These Barriers undermines operational standards.

## 2. BARRIER 1

- Environmental Noise
- Barrier : Old noisy machines.
- The Theory (Shannon and Weaver Model): this model explain the noise is any interference during message transmission.
- Advice for Gary: To overcome this Gary should avoid giving complex instructions on the noisy factory floor.

### 3. BARRIER 2

- Cultural (Standards and Practice)
- Barrier: Gary acknowledges managements desire for staff to start working right away without hygiene training.
- The Theory: This relates to Hofstede's Cultural Dimension and organisation culture, particularly "Power Distance" and "Uncertainty Avoidance".
- Advice for Gary: Gary must lead by example. He can't expect staffs to respect food safety if he arrives in a stained uniform with greasy hands. Furthermore he should advocate for a formal induction programme as on the job training clearly isn't establishing a professional cultural standard.

# 4 BARRIER 3

- Emotional
- Barrier: Gary is exhausted working on his car until 2 am rushed and stressed.
- The Theory (Emotional Intelligence / Feedback Loop): High levels of stress or anger create a Psychological Filter.
- Advice for Gary: Gary needs to manage his own work life balance to ensure he isn't arriving at work tired and rushing . More importantly, he needs to use positive reinforcement. Instead of screaming at mistakes he should use them as coaching moments in a calm manner to prevent the staff from becoming demotivated and defensive.

# 5 BARRIER 4

- Language /Communication/Body Language
- Barrier: when people don't understand the words, language, or jargon being used.
- The Theory: (Berlo's SMCR Model) this model explains combination skills and messages that cannot be decoded.
- Advice for Gary: Gary should replace text only signs with visual communication.

# 6 BARRIER 5

- Age/Generational
- Barrier: The older ones seem to understand, but the problem seems to be with the younger ones.
- The theory: Schramms model emphasises the 'Field Of Experience'. This lack of overlap leads to misinterpretation or rejection of messages because of their frames of reference.
- Advice for Gary: Gary should adopt a Demonstrative approach. He should show the younger workers why the task is done a certain way.

# 7. CONCLUSION

- Addressing these communication barriers is the first essential step toward regaining the trust of airline clients and securing the company's market share.

# 8. REFERENCES

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- • Schramm, W. (1954). The Process and Effects of Mass Communication. Urbana: University of Illinois Press. (For the Field of Experience Model).
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- • West, R., & Turner, L. H. (2020). Introducing Communication Theory: Analysis and Application. McGraw-Hill Education. (General textbook for identifying Environmental and Emotional barriers).