

MODULE NAME: EFFECTIVE TEAM WORKING
AND COMMUNICATION

MODULE CODE: BMSW4002

STUDENT NAME: CARMEN TODIREASA

STUDENT ID: 1917099

LECTUR NAME: SHAO-LAN YUEN

CONTENT:

PAGE:

INTRODUCTION.....	1
EFFECTIVE COMMUNICATION.....	1
VERBAL- NON-VERBAL COMMUNICATION.....	1-2
WRITTEN COMMUNICATION.....	2
BODY LANGUAGE.....	3
ACTIVE LISTENING.....	3-4
BERLO MODEL	4-5
SCHRAMM	5
CONCLUSION.....	6
REFERENCES.....	7-8

Introduction

The aim of this report is to analyse and describe types of communication learned in the lectures, furthermore the impact of communication at workplace, how communication can be improved, how it varies from different scenarios and how it could practically be implemented in those situations. Working in hospitality for Mitchells and Butlers, a chain of restaurants based in Essex, for the last six years, therefore this report will explain a variety of communication dealt with on a daily basis, based on my experience at work and methods of communication I learned. Communication skills that will be explained and analysed: verbal and non-verbal communication, written communication, body language and active listening.

Effective communication is the aptitude to transmit statistics from a starting point to an end point. Remain, sufficient and direct when transmitting, of the information and the beneficiary possess conventional perception of the information. Communication is the operation of transferring understanding, speculations, advice, instructions, attention, knowledge, awareness, sensitivities, excitement from an entity to another, also to a crowd. Communication can be divided into four important groups: verbal, non-verbal, visual and written.

Verbal communication is the ability to use dialect to transmit a message over speech or sign expression, amongst greatest styles of communication frequently used on video call sessions, group lectures, telephone calls between two individuals. Therefore verbal communication is crucial and valuable. The process to establish considerable communication skills is: self-assured when performing speech to individuals or groups, tone of the voice requires to be confident and calm for a greatest outcome of the information. Effective listening is decisive when a session, lecture, presentation or one-to-one conversation takes place, helping an individual advance as a great communicator.

According to Jesse James Garrett “Effective communication is a key factor in the success of your product.”

Non-verbal communication is the skill used in body signals, gesture and facial interpretation to transfer a message to others, therefore non-verbal

communication it is important to understand individuals perception and thinking. individuals, Performing certain body languages leads to display person's feelings such as: crossing arms or rounded shoulders: concern, doubt, anxiety, furious, agitated or concern, however adapting an relaxed position with hands on the desk and foots on the ground display confidence, open to new information from the other individual.

To progress and establish non-verbal communication individuals require to participate and understand the affected area in them body such as: happiness, sadness, angry, moody, excitement to analyse where in the body the emotion takes place. Approaching and learning how to handle the emotions in the right way can lead an individual to huge ability to control and overpower the body language and facial expression in some unpleasant situations. verbal communication and body language needs to match with each-other while while conversations happens, therefore the correct message is sent from one person to another.

According to John Stoker: "93/7 Rule: 93% of communication occurs through nonverbal behaviour & tone; only 7% of communication takes place through the use of words."

Working under lots of pressure is the best way to describe a day at my job. Dealing with all types of costumes from very nice to not so pleasant to be around, sometimes communication can be chaotic and stressful, when I have to keep a smile and a calm voice to make sure I do not mess up my job, either the clients evening while they dining. Having a face to face verbal communication directly with the client sometime can give more understanding of them needs, if they are happy with them dinner, if more drinks are needed or table needs to be clean up and take the desert orders. It happen to have non-verbal communication with the clients in moments when the restaurant is really busy, and while I attend a new table some family my need to pay the bill and leave as soon as possible. In such as situations a non- verbal communication takes place by looking at the customer, table and speaking with the eyes I can decode the message that bill payment is needed.

Written communication is the ability of execute excellent and impeccable writing including: syntax, asterisks, accuracy, certainty and concision. Develop and boost written communication whether is an regular hurried email or an comprehensive essay they are few measures to fallow such as :ambition engagement, direct message, professional. The ability of writing communication

it is needed at any time and any stage in individuals life such as : writing the best CV , reports, essay , presentation and not only. Writing skills comes in all shapes and forms, from very direct court letters to writing good emails and messages to dearly loved ones, writing a letter about love, sadness, happiness, ability to write a good book that will captivate millions of readers. This skill, allow individuals to express in writing the needs of a particular situation.

According to Isaac Marion, "Writing isn't letters on paper. It's communication. It's memory".

On my shift, i use writing communication with the clients by offering them feedback letter, answering via email to bookings, complaints, meetings. Additionally in my work writing is used in team members group chat to be able to get in touch with each other in case of any emergency.

Body language skill is the non verbal ability in which natural attitude is contrary from the speech. Reading body language signs and meanings: mirroring body language shows sign of a good start, eye contact: when it last for a bit to long are signs of lying, raised eyebrows – discomfort . Body language can display extensive quantity of information, whereas verbally the person is trying to show affirmation according to the context of the conversation but might have different expression on the face or gesture or arms closed showing disagreements.

In delegating information, while having a conversation one to one with the team is not showing enough interest, happen to nod the head while them body language shows something else. In terms of clients, facial expression can be read at times when they are not happy with the meal by checking back on them. Approvement that food is at individual expectation, while facial expression shows something is missing or not tasted as expected.

According to Harvey Wolter " You can tell a lot by someone's body language." while Steven Watts believe that:

"Eye rolling is one of the nonverbal signs that is pretty much always aggressive."

Active listening skills is the method individuals give extremely concentration to the orator and what the conversation is about, therefore takes skills and a great amount of practice to to be fully attentive and engaged in another party speech.

Active listening focus on the announcer, however, sincerely display of verbal and non-verbal methods of concentrating, shows full attention in the information given.

In my job active listening could be a very helpful skills to learn how to improve your relationship with your managers and teammates, but unfortunately is not happening very often and most of the times not listening to another person can become a major miscommunication and chaos will be created where friendships can end between colleagues, or business can lose profit and clients. The better we communicate and listen to information required from another's the better and easier life could be. My supervisor sometimes gives information while eating or walking very fast and I don catch much of what she is trying to say, therefore instead of fallow and listen again to the instructions I prefer to walk away and forget about what was mentioned. Not being an active listener sometimes can get you in trouble, wrong information my be fallow and wrong decision can be taken just because I did not pay attention to what exactly I had to do.

According to Bryant H. McGill (8 Jan 2014, 6.33am) "One of the most, sincere forms of respect is actually listening to what another has to say."

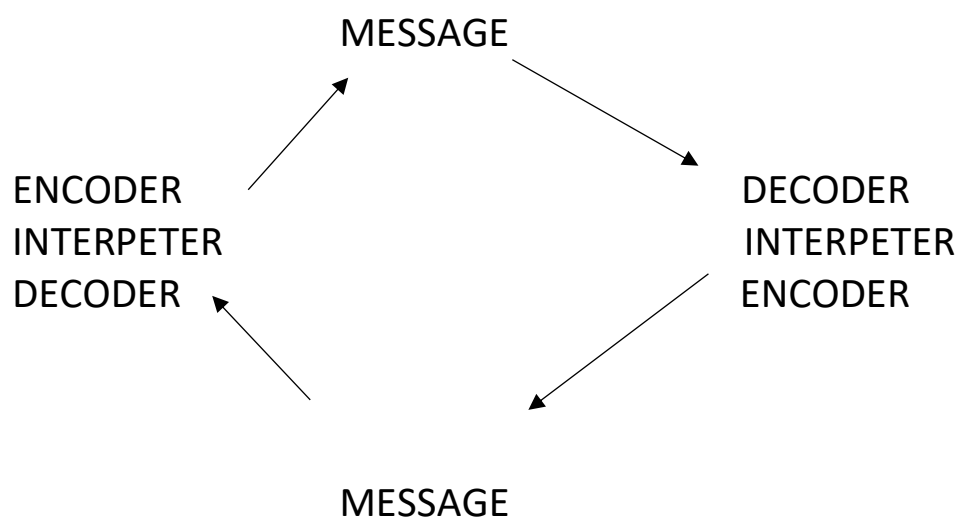
There are many types of effective communication skills,that if any individual will fallow,at least one, communication will be much eazier to take place. Will explain two of them in the next paragraph:

Berlo model of communication:

SOURCE → MESSAGE → CHANNEL → RECEIVER

Source¹

SCHRAMM model of communication



Source²

¹ <https://www.businessstopia.net/communication/berlo-model-communication>

² <https://study.com/academy/lesson/osgood-schramm-model-of-communication-definition-application.html>

CONCLUSION

The impact of communication have in daily life, in addition to that, in workplace, for example even having a conversation with one person to another person requires communication. The best way to describe communication is expressing, exchanging of words, in another word speaking, writing, expression all can be form of communication. In short, it could be defined as sharing of information, principals, ideas, values, norms, etc in form of verbal (speaking) or non-verbal (expression) form. Communication requires a sender, source of information, encoder (encodes the information), channel (medium), decoder (to decode the information) and receiver to give feedback the information and a sixth element could be the noise or sound, interfering the communication.

This report has analysed methods of effective communication learned in class, however how types of communication can be applied at workplace for better results on becoming better communicator, great listener, stronger individuals that develop healthier relationships in workplace and personal life. Takes time learning, to master the potential of effective communication, however once those styles are applied to each conversation in daily basis, improvement will be made, a great outcome will occur.

REFERENCES:

Field, D., 2020. *10 Types Of Communication Closest To A Universal Language*. [online] Toptenz.net. Available at: <<https://www.toptenz.net/10-types-communication-closest-universal-language.php>> [Accessed 3 May 2020].

(Field, 2020)

Business Jargons. 2020. *What Is Written Communication? Definition And Meaning - Business Jargons*. [online] Available at: <<https://businessjargons.com/written-communication.html>> [Accessed 3 May 2020].

(What is Written Communication? definition and meaning - Business Jargons, 2020)

Grammar.yourdictionary.com. 2020. *What Is Effective Writing Communication*. [online] Available at: <<https://grammar.yourdictionary.com/style-and-usage/what-is-effective-writing-communication.html>> [Accessed 3 May 2020].

(What Is Effective Writing Communication, 2020)

Indeed.com. 2020. *Written Communication Skills: Definitions And Examples | Indeed.Com*. [online] Available at: <<https://www.indeed.com/career-advice/career-development/written-communication-skills>> [Accessed 3 May 2020].

(Written Communication Skills: Definitions and Examples | Indeed.com, 2020)

2020. [online] Available at: <<https://www.quora.com/What-is-formal-communication>> [Accessed 3 May 2020].

(2020)

Your Article Library. 2020. *Formal Communication: Meaning, Characteristics, Advantages Limitations And Types*. [online] Available at: <<http://www.yourarticlelibrary.com/business-communication/formal-communication-meaning-characteristics-advantages-limitations-and-types/996>> [Accessed 3 May 2020].

(Formal Communication: Meaning, Characteristics, Advantages Limitations and Types, 2020)

Psychology Today. 2020. *43 Quotes On Body Language | Psychology Today UK*. [online] Available at: <<https://www.psychologytoday.com/gb/blog/here-there-and-everywhere/201109/43-quotes-body-language?amp>> [Accessed 3 May 2020].

(43 Quotes on Body Language | Psychology Today UK, 2020)

2011-2020, (., 2020. *Active Listening | Skillsyouneed*. [online] Skillsyouneed.com. Available at: <<https://www.skillsyouneed.com/ips/active-listening.html>> [Accessed 3 May 2020].

(2011-2020, 2020)

Study.com. 2020. [online] Available at: <<https://study.com/academy/lesson/osgood-schramm-model-of-communication-definition-application.html>> [Accessed 3 May 2020].

(2020)

Quotefancy.com. 2020. *Jesse James Garrett Quote: "Effective Communication Is A Key Factor In The Success Of Your Product."*. [online] Available at: <<https://quotefancy.com/quote/1714555/Jesse-James-Garrett-Effective-communication-is-a-key-factor-in-the-success-of-your>> [Accessed 3 May 2020].

(Jesse James Garrett Quote: "Effective communication is a key factor in the success of your product.", 2020)

Goodreads.com. 2020. *A Quote From Overcoming Fake Talk*. [online] Available at: <<https://www.goodreads.com/quotes/1280294-93-7-rule-93-of-communication-occurs-through-nonverbal-behavior>> [Accessed 3 May 2020].

(A quote from Overcoming Fake Talk, 2020)

quotespictures.com. 2020. *Writing Isn'T Letters On Paper. It'S Communication. It'S Memory. – Isaac Marion*. [online] Available at: <<http://quotespictures.com/writing-isnt-letters-on-paper-its-communication-its-memory-isaac-marion/>> [Accessed 3 May 2020].

(Writing Isn't Letters On Paper. It's Communication. It's Memory. – Isaac Marion, 2020)

BrainyQuote. 2020. *Bryant H. McGill Quotes*. [online] Available at: <https://www.brainyquote.com/quotes/bryant_h_mcgill_168254> [Accessed 3 May 2020].

(Bryant H. McGill Quotes, 2020)

Lucas, R., 2020. *Quote On Communicating Through Body Language - Harvey Wolter*. [online] Customer Service Skills Blog. Available at: <<http://www.customerserviceskillsbook.com/wordpress/quote-on-communicating-through-body-language-harvey-wolter/>> [Accessed 3 May 2020].

(Lucas, 2020)

Cnn.com. 2020. *Translating Body Language* - CNN.Com. [online] Available at: <<http://www.cnn.com/2008/LIVING/personal/06/12/body.language/index.html>> [Accessed 3 May 2020].

(Translating body language - CNN.com, 2020)