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Assignment

Effective team working and communication

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Communication

Introduction

This assignment explores the importance of communication, capable team working, and it will provide an understanding of successful system theory—directions and examples of how communication in the workplace could be improved clearly. The communication process can help you ensure you construct and deliver your message to the best of your ability. As an author said, communication is not just words, and it is listening and speaking (**Wangberg R.,2001**). Communication is a part of everyday life. There are many forms and existence of how we can do it. We can deliver information with a conversation, writing, singing, eye contact, body language, gesture or even with nonverbal communication. But all those elements must be a consideration. The purpose of the interaction is to send information and to be understood by the receiver. There is a theory of construction communication. The quality reflects the ability of it, and It's a human need to create a personal relationship with others. To learn and practise communication, it will help to send the message correctly.

Importance of communication

The importance of communication is to help us understand what you are saying and how you are saying, managing differences in culture. There is a speech difference in every country, which is called dialects (**Wangberg R., 2001**). It also brings us together. When you start to ask questions, a person is the best way to learn about them. We use our communication to express our thoughts, opinions and ideas. The person needs to be aware of how they are communicating in addition to the word to conversation spoken. Also, in communication, it is essential to know with whom you are making a discussion, not with everyone can use the same phrases. For example, when I finish my conversation on the phone with my mother and say I love you, I can't say the same thing to my boss. People using different ways to connect. Even when you travel abroad and you do not speak the country language, especially on the airport when you try to get a bus or taxi, you can easily show a picture to the hotel or museum that you are going to, they will understand and help you. That's called nonverbal communication. But it's also imperative how you do it. People are different, it is polite and not polite, they are using bad language, but there are a lot of people who have the right attitude. Excellent communication can create unusual friendships and trust but also can be wrong, and not everyone likes when people criticize them and speak the truth.

Berol's theory of communication

David Kenneth Berlo's wrote the book "The Process of Communication "(1960). In his book, he is focused on the purpose and objective of communication and created Berlo's model of communication, which he developed from Claude Shannon and Warren Weaver's model. The two models presented are, therefore, equally important, yet they are not capable of capturing the entire essence of the communication process independently. His model included verbal and non-verbal communications and emotional aspects of the message. There is also criticism about this model: there is no **feedback**, doesn't mention any **barriers for discussion**, no **room for noise**, it's a **complex module for communication**, and that needs people on the same level for communication to occur but not in real life.

Mel is working as a Call centre assistant in Specsavers, and she communicated with the customers through the phone. Miss Lola wants to book an appointment for an eye test, and she decides to give a call to Specsavers.

Me: Good morning, Specsavers optician, Mel speaking. How can I help?

Customer: Good morning, my name is Elli Lola, and I would like to book an appointment for an Eye test as soon as possible, please?

Me: Of course, let me check in my diary if there is anything available and I will let you know in a minute.

Customer: Alright, take your time.

Me: We have availability for Wednesday at 12:30 pm, can you be able to attend for this hour miss Lola?

Customer: Yes, that's perfect.

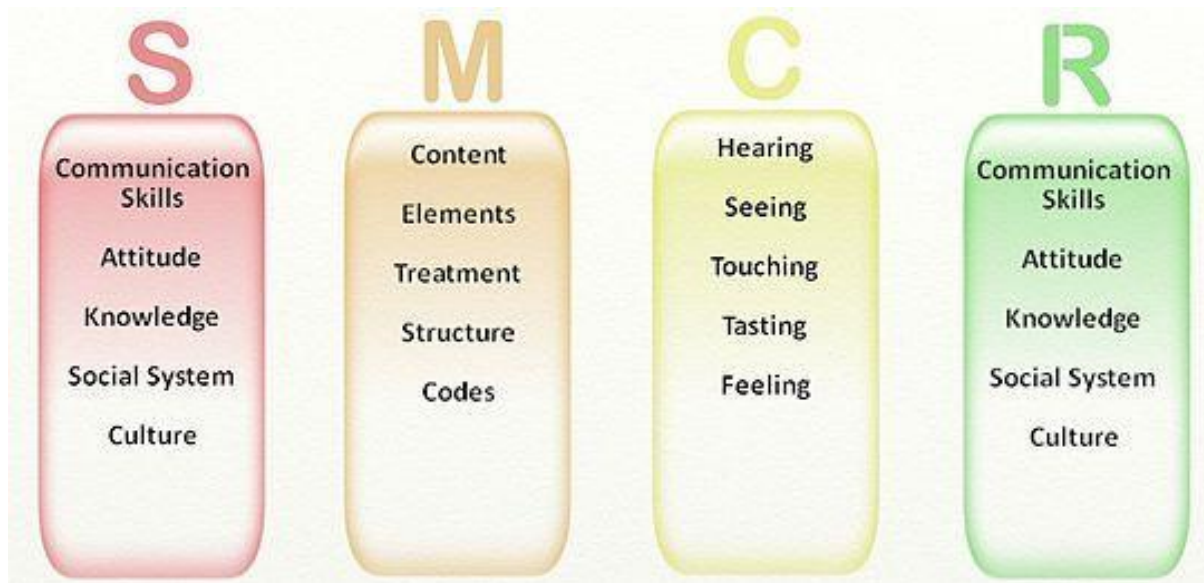
Me: Great, we are going to send you a text message to confirm your appointment. Is there anything else I could help?

Customer: No, thank you.

Me: Have a good day!

In this model, explain how:

1. **Sender:** is the source of the message or the person.
2. **Communication skills:** a factor that affects the communication process. If the sender has excellent communication skills, the message will create communication better than if the sender communication skills are not right.
3. **The attitude:** the sender and receiver create the effect of the message.
4. **Knowledge** of the subject matter makes communication send the message effectively. The social system creates a difference than the generation of message. A person from another culture might find offensive, which is well accepted in other literature.
5. **Channel:** is the minimum used to send the message. We also get a **non-verbal** message by seeing, many of the **non-verbal** communication happens from seeing and touching, smelling and tasting. The receiver must have excellent listening skills to understand the sender clearly.



Shannon and Weaver's model of communication

The model of communication by Shannon and Weaver's created in 1949. Shannon was an American mathematician; an electronic engineer and Weaver was an American scientist. In this model, they explain the importance and elements of modern communication. Their book "Mathematical Theory of Communication" sold 40,000 copies and continued to sell 700 or more texts per year (Blahud E. Richard & H. Bruce, 1963). They found a factor who can affect the conversation, called Noise. It must give an example to be an information transmission model, customized for the engineering process. The concept that the Shannon- Weaver's model teaches us Entropy, Redundancy, and Channel capacity. Its gives an example and knowledge of how people misunderstand each other.

- **Sender** sending information who initiates a communication process, the message is the information contained within the communication process.
- **Encoder:** is the sender who uses a machine which conveys messages.
- **Channel:** is the infrastructure that gets information from the sender and transmitter through decoder and receiver.
- **Decoder:** Decoding is done by the receiver when he gets the message.
- **Receiver:** is the person that achieves the information, and the Noise is about understanding the cause and impact of electronics.
- **Noise:** Within the phone system as a communication.
- **Feedback:** It is essential because it gives the communication dynamic nature. Could be the information you provide, response to the message

Kelly got two brothers. First one is six months older, the second one is thirteen years old. When she finished school and came back home, she went to the kitchen. Her little brother was crying, and the oldest brother was playing with a ball.

Kelly: Hello, mom, I am hungry.

Mother: I can't hear you, Hun, David is crying to laud.

Kelly: What did you cook today?

Mother: I cook lasagne, come to the kitchen and grab a plate.

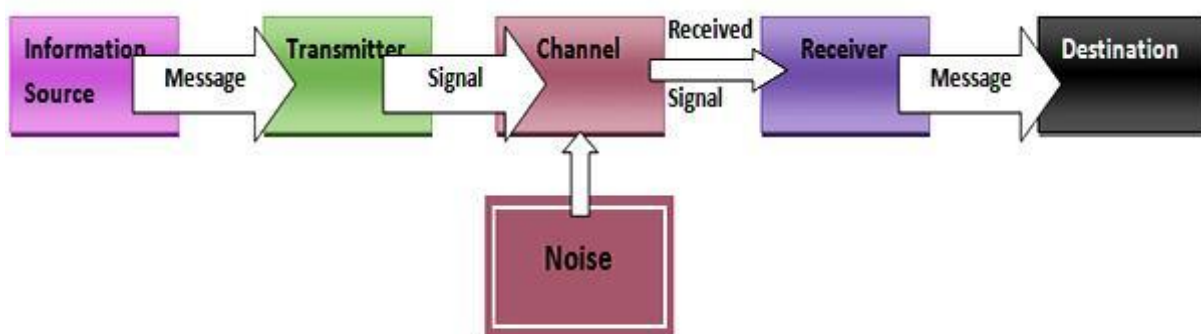
Sender: Kelly, because she is sending the message.

Feedback: Mother, because it's a source of the answer.

Noise: is the crying babe, it's Noise because it interrupts the message.

Receiver: The mother, because she must interpret the message.

Channel: is oral, because they communicate face to face.



Schramm's model of communication

Wilbur Schramm model created (1954). As the author says, this model is not like the others. It has the same element of communication. "Schramm noted that communication could only occur when the encoder the overlapping fields of experience" (Schramm 1954). He is more focused on the sender and receiver. If we are sending a message to friends or family and we have no answer. Is that communication complete (**Prachi Juneja,2001:2015**)? The model contains the basic principle of correspondence. It explains how the conversation goes between two people when they exchange ideas and thoughts (**Janse, B 2019**). There is one more element in the model and is the message. However, it is interpersonal communication, which means that it is only between two people. The three of the elements of the module **Source(encoder)**, **Recipient(decoder)** and the **Message** bring to the model understanding of effective communication. It also shows how the situation can change and why redundancy is an essential part. There is no separate sender and receiver; they are the same person. This model is not about the semantic Noise and assumes the moment of encoding and decoding.

Pipi wants to send a message to Ana:

Pipi: Hello, Ana, how are you?

Ana: I am ok, thank you!

Pipi: Do you have any plans for today

Ana:

After one-hour Pipi try to send a message to

Ana:

Pipi: Do you want to come over for a cup of coffee?

Ana: Of course, I will be there in a half-hour.

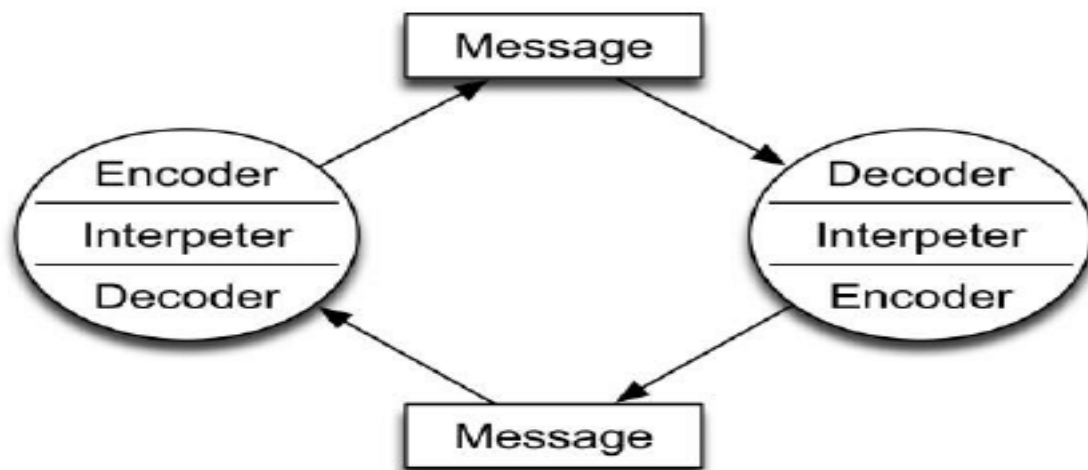
Pipi: Ok

Message: What a person wants to communicate

Encoder: The person who sends the information, or where the word originates from

Decoder: Person who receives the message

Interpreter: The person who tries to analyse the message



Effective team and communication

Every organization has a team, and they need to know how to communicate with each other. To exchange information and to create a capable team working. Everyone is facing different challenges at work; that's why we need to have excellent team support and working together to deliver an excellent service to our customers (**West, Michael A, 1951**). A good team is to complete the task that they are given, and they receive useful feedback on team performers. The team's members always need to have a positive dynamic. It is a long process for management to create a secure unit. We are all different from others with ideas, characters, languages and creativities. The mixer of knowledge, age and race can help the group be more creative (**pp.70–76 of Harvard Business Review**).

Working with people is part of our life, and it could be difficult. Sometimes you cannot go on well with all of them, and not everyone could be your friends. In my experience, I have met plenty of different people. I saw positive and negative things about team working. Every word you are saying or gesture you make can affect your team members. A harsh word could create conflict and confusion, but also one kind word can encourage and nurture your college (**Rowman& Littlefield Publishers, 2007**). My vision for capable team working is that not only is up to employers to create a good team. If the leader doesn't treat them well, they won't be motivated to deliver an excellent service. If your employers are happy, your customers will be satisfied too. That is what I have learned over the years. It's also important to like your job, to be interesting to you. If you don't love what you are doing, there is no point in it. For example, I was working in a casino for a year, and I decided to go to another casino. The salary was higher than I was earning, and I thought that to change the place, I will feel better. Turns out was different than I planned. My colleague was working for many years in this company, and they had a lot of confidence, they didn't even say "hello", and there was a lack of communication between them, which I didn't like. But I was positive, and I thought after everything would change for good. Sometimes people need time when they meet a new person. The management didn't treat people equally, and I wasn't happy there. Yes, I was earning good money, but that didn't change the fact I was working in an unfriendly, no social environment. After a few months, I left, because this company was not right for me, and I knew I could find a better one. Also, I understood that money doesn't make you happy if you are not enjoying your workplace.



Conclusion

Overall, the three models of communication are different, and at the same time, they have a lot in common. My personal view is that there are many ways of communication between people, there is miss understanding, lack of knowledge, bad connection, Noise or different cultures and language.

To have a competent team working people need to work together and achieve a common goal, showing what we can create. Team working brings an inclusive approach to business organisation, its lead to motivate the employees for business productivity. They share not only information but also a responsibility. It's a synergy which means that you can achieve much more when you work in a team than you could on your own.

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