



EFFECTIVE TEAM WORKING AND COMMUNICATION

BMSW4004

UNIVERSITY NAME: University of Wales Trinity Saint David

LECTURER NAME: Lloyd Beharry

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STUDENT NAME: Crizanta Duarte Alvarenga de Barros (1913506)

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Communication Within the Workplace

1 Introduction

The ability to communicate is involved in several areas, communication skills is very important nowadays to connect people and for the workplace. In this report it will be showing the importance of Communication within the Workplace the aspects of communication that I will discuss are: How communication can be made effective in a business organisation, Models of communication (Shannon and Weaver, Schramm and Berlo), The importance of effective communication in the workplace, Methods of communication (Verbal and Nonverbal) and How does communication work between Management and employees.

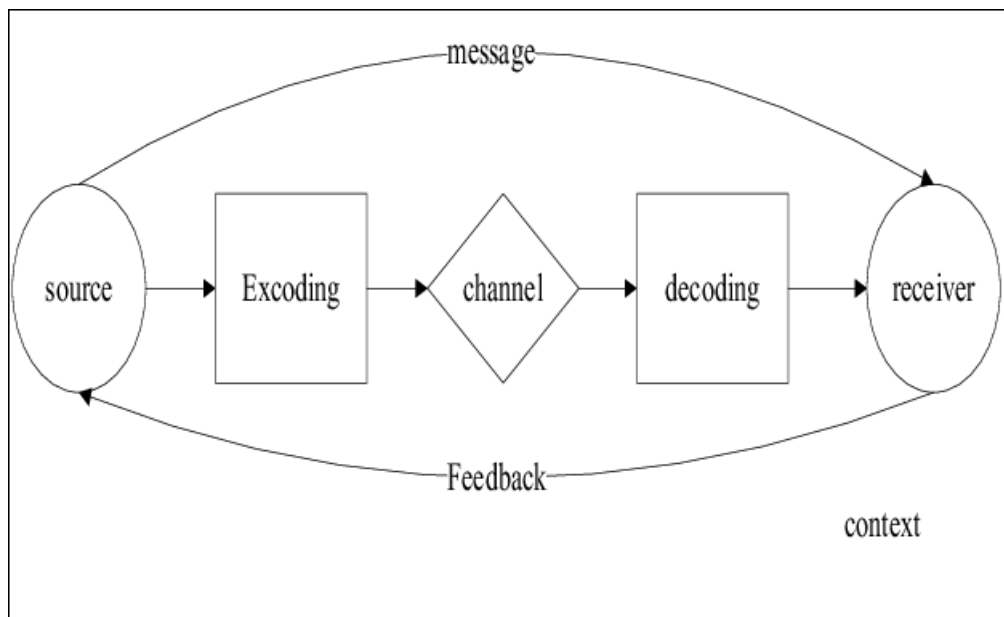
On Several occasions, the ability to communicate in a way that you are sure that the message is correctly received can be critical to be able to do well in almost every job role. It is still one of the things that often causes problems at work and in private life. Poor communication with others or even an unwillingness to communicate is important to be changed, which is why it is included here. (Morgan, 2017)

2 Communication

Communication is a process which enables a person to express ideas, thoughts, problems or needs to others. This process normally happens between two or more people in order to get some output. Communicating effectively helps to transmit needs, demands, and ideas to others in different ways like, speech, visuals, sign, written form, behaviour or even cartoons and logos.

The process of communication can be divided in three basic steps:

- 1- Arrangement of message in mind of the sender.
- 2- Encoding the message and delivering it to the receiver.
- 3- Decoding of the message by the receiver his own point of view.



(Борисова, 2013)

3 How Communication can be made effective in a Business Organisation

Good communication is undoubtedly one of the most essential tools for a business success. Without an effective communication in organisation, it will be quite impossible for employees to achieve their full potential. However, while we all know how important effective communication is, it is something that is often overlooked. There are countless benefits when communication is made effectively, internally, and externally, with colleagues, customers, and suppliers.

Communicating effectively help to improve expectations for employees also for customers, employees will show how their performance will affect company and provide an indication of what they need to do to gain positive feedback. Clear communication can help customers to manage their expectations about service problems or even how to interact with the organisation. (Johnson, 2018)

effective communication builds strong relationship, trust, and loyalty, these are important in any relationship and both are done by communication to meet individuals needs, by transmitting important information and giving feedback either positive or constructive.

Open communication channels can lead to new ideas and innovation in several areas, if employees understand what is essential for their companies this will help them to focus on making improvements and showing opportunities for new ideas which can help them to move forward. Realizing that their ideas will be sought, the manager will be more open minded to reply any comments, to contribute with more ideas. Customer can also be a source of great ideas for improvement of the products and services. (Johnson, 2018)

Effective organizational communication will lead to strong teamwork and the ability for employees at all levels of the organizational to work together to achieve the company's goals. In addition, effective organizational communication will provide employees with knowledge, structure, and positive work environment they need to feel comfortable dealing with conflicts and solving problems effectively.

4 Models of Communication

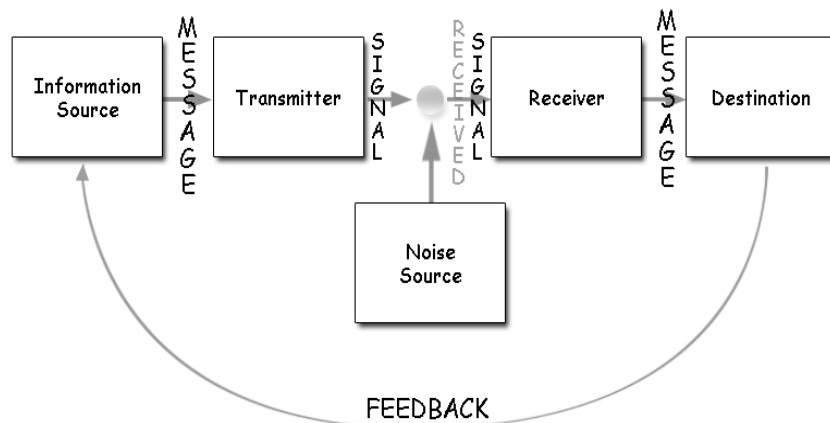
Communication models are used to represent any idea, thought or concept in a simpler way, through diagrams, pictorial and representations. Models do a lot to make understanding of any concept easy and clear, as well as with other external stakeholders.

We will consider at some of the famous and frequently used communication models nowadays.

Shannon's and Weaver Model:

One of the first communication models introduced was the Shannon and Weaver Model in 1948. This laid the foundation for the different communication models we have today and improved the communication process in several fields. This model can be considered the grandfather of many later communication models.

The following is a simple illustration of this model.



(Anon., 2017)

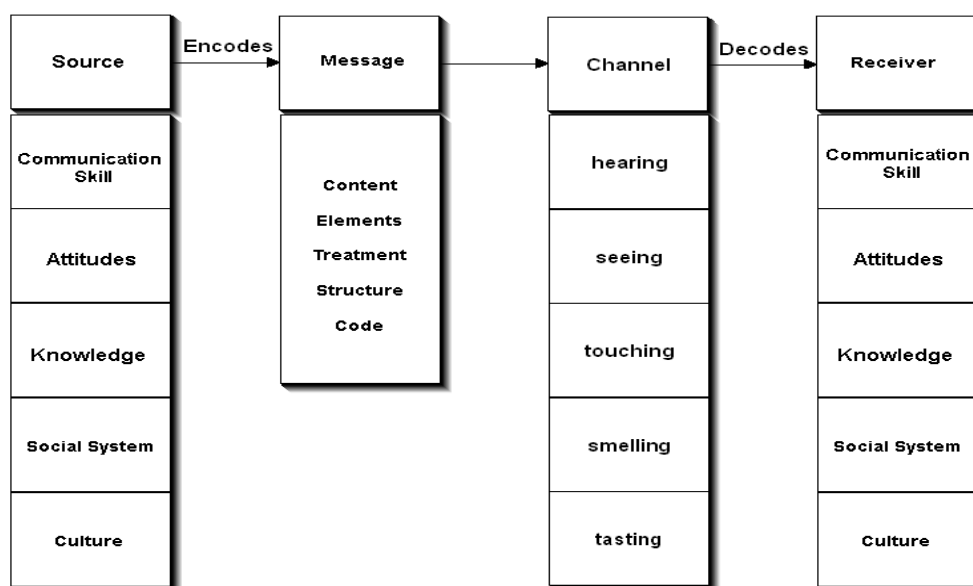
Brlo's Model:

Another popular model of communication is the Berlo model. In this model, he emphasizes the relationship between the person sending the message and the recipient.

According to this model, for message to be encoded and decoded correctly, the communication skills of the source and the receiver must be at best. Communication will be the best possible only if the two points are qualified.

Berlo's model has four main components has its own subcomponents, describing the assistive factors each.

Berlo's Model of Communication

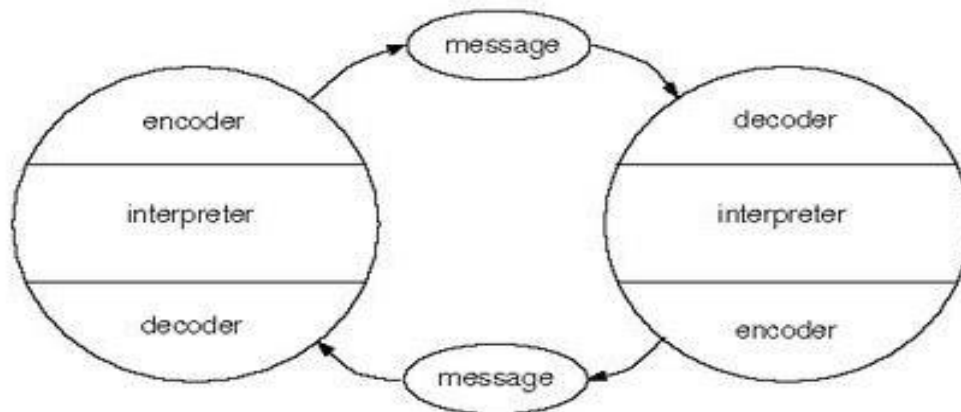


A Source encodes a message for a channel to a receiver who decodes the message:
S-M-C-R Model.

(Anon., 2018)

Scharmm's Model:

Scharmm's, on the other hand, emphasized in 1954 that both the sender and the receiver take turns in the role of the encoder and decoder regarding communication. The following diagram illustrate the model proposed by Scharmm.



(Anon., 2017)

These models were followed by many other models, we should bear in mind that each of these models has they own advantages and disadvantages.

Although some models of communication try to break the whole process to facilitate understanding, they are not always as simple as they seem.

There are several complexities involved in communication models. This is something that needs carefully understood in the process of understanding how these models work.

5 The Importance of Effective Communication

Clear and effective communication is essential in the workplace, it is a skill that is learned and transmitted effectively, but more importantly it is understood to achieve a common goal efficiently. It allows managers and employees to share important information essential to the company's success.

Effective communication prevents the formation of barriers between employees, which would necessarily prevent the overall success of the business. (Morgan, 2017)

the correct use of qualitative and quantitative information in the workplace will allow the company to grow and achieve common goal, not just promptly but also at the right time. Quantitative information is measured in quantifiable data, such as time, money, and resources, where qualitative information is based more on whether something is suitable for the purpose, such as quality of tools, materials, accessories, etc. With both combined in a clear and effective way and communicated throughout the company, the business will undoubtedly achieve great success. (Morgan, 2017)

As an Hotel receptionist I use effective communication every working days, this helps me to achieve my daily tasks and communicate effectively with customers, managers, and co-workers. Often, I do notice that there is a lot of language barriers between supervisors and housekeepers. Bellow is my example how I noticed such communication barriers.

Once I witnessed a situation in which a housekeeper and the supervisor could not communicate effectively because of the language barrier, the housekeeper was using Google translator to translate her message so the supervisor could understand her, and the supervisor were also using the same process. The model of communication used in this situation was Schramm Model, because they both were engaged in two- way system of communication when the sender converts and sends the message and the receiver interprets the message then give feedback in the same way. To overcome these issues the best strategy is using colours to differentiate tools and jobs. The colours identify cloths from ERC wiping products does this with colour code rags that help identify when each rag is used, training that shows videos can be provided and a group education and staff bonding activities will also help.

6 Methods of Communication

Verbal communication is when a message, ideas or feelings is transmitted trough a use of mouth. Verbal communication means communication face to face.

The key components of the verbal communication are words, sound, speaking and language. When the information is transmitted by a sender like facts and opinion either verbally or in writing to the receiver using different channels of communication, it is known as verbal communication.

Nonverbal communication is when communication is made without the use of word. This involves acting out emotions related to the verbal content, the situation, and the environment. The sender uses the body language, facial expression, hand movements, eye movements to transmit feelings, emotions, and other information to the receiver. This type of the communication can be beneficial when both sender and receiver do not understand a common language. This method of communication is beneficial for people who is deaf and dumb. (Andrew Maund, 2017)

7 The Importance of Communication between Management and Employees

Managers play a key role in establishing clear lines of communication within the organization.

Management functions involves planning, organizing, staffing, leadership, and oversight functions within and outside the company, such as networks. All these functions require communication, or the job will be impossible to be done. Moving even further into more effective communication with employees, you can achieve a more efficient, productive, and satisfying work environment. (Johnson, 2018)

Request Feedback

Find ways to solicit feedback from employees. This facilitates two-way communication and lets employees know that their ideas are important. Managers gain new ideas, as well as insights into the work of employees.

For example, while one employee may be responding to complaints received in accordance with company policy, another employee may have solution to the problem that is causing the complaints. A feedback system ensures that valuable employee suggestions are received and implemented. (Johnson, 2018)

Communicate Regularly

Find ways to communicate regular without making it boring, especially if you have younger employees who find the routine difficult. Regular team meetings instead of having them weekly seems to work perfectly. Preparing the team for individuals reviews every month, using social media sites and e-mail alerts. Asking employees if they would like to receive updates via text messages on their smart phones. Obtaining routine communications such as sales figures in addition to spread news about attracting a new customer, helps employees to become involved with the company as a whole and understand how their roles fit into the company mission. (Johnson, 2018)

Listen Carefully

Listening is as much a communication skill as speaking or writing. As a manager, when you set aside time for employees, do not take phone calls, or see e-mail notification during conversation. Let the employee speak without interrupting, even if you know that you will disagree with their position or if you have personal prejudices. (Johnson, 2018)

The better your reputation as a good listener, more employees will be comfortable communicating. Remember that without this communication, you may not be aware of the problems that are arising until they become more difficult and harder to manage.

Lead by example

Employees need to know that their managers are reliable and will follow what they say. Management can establish credibility by promising only what it can deliver and admit when it is wrong. Employees must be credited for their contributions and never ridiculed for their ideas, especially in front of others. Managers also need to be aware of their communication style, include non-verbal cues. Everything, from the position they are into the facial expressions, indicate an openness and willingness to communicate. (Johnson, 2018)

8 Conclusion

During this report, I discussed a lot of issues related the way organisations communicate effectively between colleagues. I explained the context and process of communication and the impressions organisations can create when communication is made effectively and the verbal and nonverbal methods of communication. Also, it was analysed 3 most known model of communication with diagrams showing the process for each of them. Finally, the report finished with an explanation on how communication works between management and employees.

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