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Effective Teamwork and Communication

Report

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Introduction:

In this report I will explain what communication is and the importance of this skill. Term Communication can be simply identified as the delivering of information and effective communication is when the information you said is actually received by you audience.

The report covers some of the fundamental theories of communication, such as Shannon and Weaver, Schramm Berol, and fundamental aspects of communication, such as verbal communication, non-verbal communication, active listening, and empathetic listening. The report introduces the disadvantages of technology in communication and a case study of poor communication in the workplace.

The importance of communication skills.

Communication skills is one of the most important skills for any type of business. according to a Job Outlook 2011 survey conducted by the National Association of Colleges and Employment, verbal communication is the most sought after skill by employers. In fact many employees complain because they struggle to get promoted into management and leadership roles beyond their technical duties. This is because they were lacking in one fundamental skill that would have helped them shine above all their competition: communication.

What are the models of communication?

Shannon and Weaver (1948)

Claude Ellwood Shannon was an electronic engineer and mathematician, and Warren Weaver was a scientist. They came up with the Shannon and Weaver model when they published "A Mathematical Theory of Communication" in the Bell System Technical Journal in 1948. The model was originally a linear communication model that looked at how messages are sent and received through devices and six basic concepts: sender, encoder, channel, noise, decoder and receiver. However, after some criticism of the linear structure of the methods, Warren decided to add a seventh element, feedback, transforming them from linear to cyclical. The module can be used through face-to-face conversation as well.

The source (Information Source) is the first step of the model. These are people or things that have access to information. For example, the sender can send the message in writing or by phone.

The encoder (transmitter) is the second stage of the model. An encoder is a device that converts signals from a sender into signals that can be received by a receiver. For example, phones and computers,

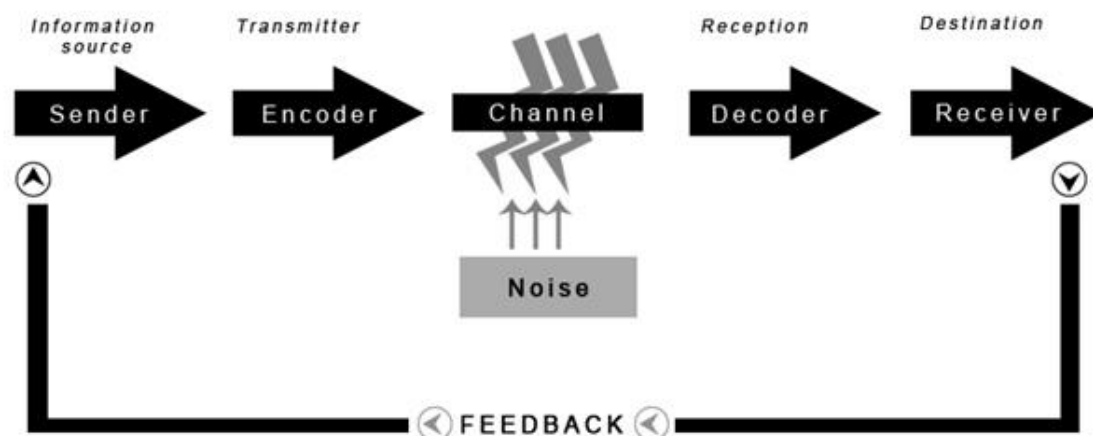
The channel is the third stage of the model. It is a system that transmits data from a sender and a transmitter to a decoder and a receiver. It is called average. For example, some of the channels can be the Internet, radio and telephone.

The fourth step of the module is noise. Noise can disrupt communication between sender and receiver as it travels from sender to receiver during message delivery. For example, buses, vehicles and other types of noise interfere with the transmission of a message through the channel.

The fifth step of the module is the decoder. The role of the decoder is to decode the message for the receiver. Usually, in this part of the module, the devices help decode the message from binary numbers into understandable information for the receiver. For example, phones and computers,

The sixth stage of the module is the receiver (receiver). The receiver is the receiver of the message sent by the sender. The message would be both clear and unclear. It depends on whether there was any noise or whether the sender and receiver made any mistakes.

Feedback is the last step of the model. Feedback helps the sender understand whether the receiver has understood his message. However, this is not necessary in every situation..



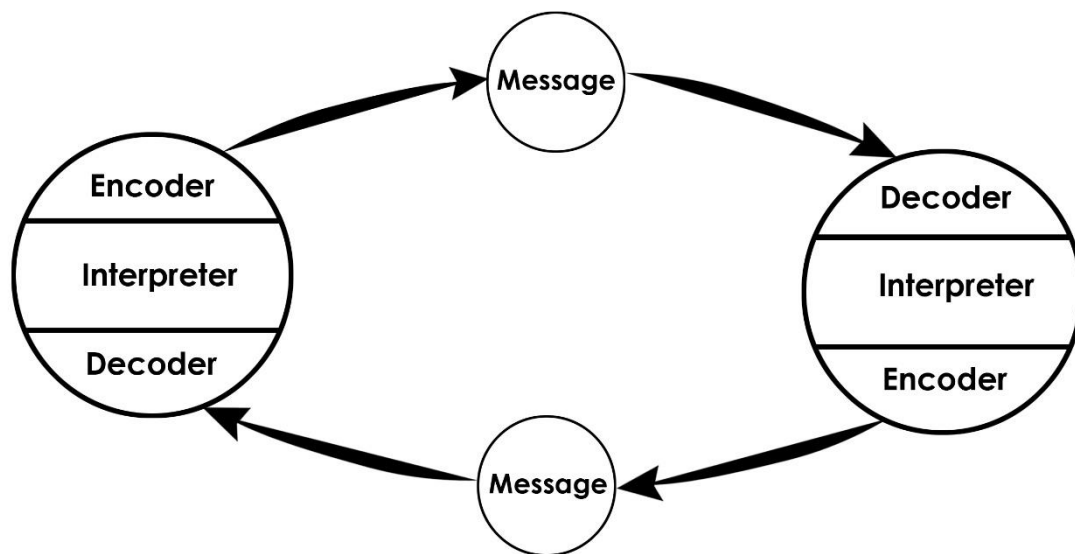
SHANNON-WEAVER'S MODEL OF COMMUNICATION

Schramm (1954)

Schramm's model of communication, which is based on the Shannon-Weaver model, was originally proposed in 1954. This model traditionally explains the flow of communication. This suggests that communication is two-way, with the message passing back and forth from the sender and the receiver, and that the message must be understood by both the sender and the receiver. The model includes nine elements: sender, encoder, decoder interpreter, receiver, message, feedback, and average and semantic noise.

The sender or source is responsible for conveying the main concept or message to the receiver, and it must be as clear as possible. An encoder is a person who converts a message into codes for transmission. We must use the correct terminology and the best sequence to send our messages. The encoded message from the encoder is decoded by the decoder. To decode the message into a language understood by the recipient. We have to use writing and listening skills to make sense to us. The person responsible for transcribing and translating the message is called the translator. The receiver receives the message after it has been resolved. The recipient and the translator are the same people, and the message can also be misinterpreted. It depends on how the encoder sent the message. The receiver is the person who receives the information or message from the sender and is responsible for decoding and understanding the message. The message is the information or message transmitted by the sender to the receiver and what the receiver took from the received message or information. Feedback helps the sender to gather information from the receiver if the message has been delivered correctly and clearly. Medium or medium is the channel through which a message is transmitted. Noise occurs when the

sender and receiver of a message misinterpret the message or when the communication process is disrupted by interference and interruptions. (Hitesh Bhasin, 2022).

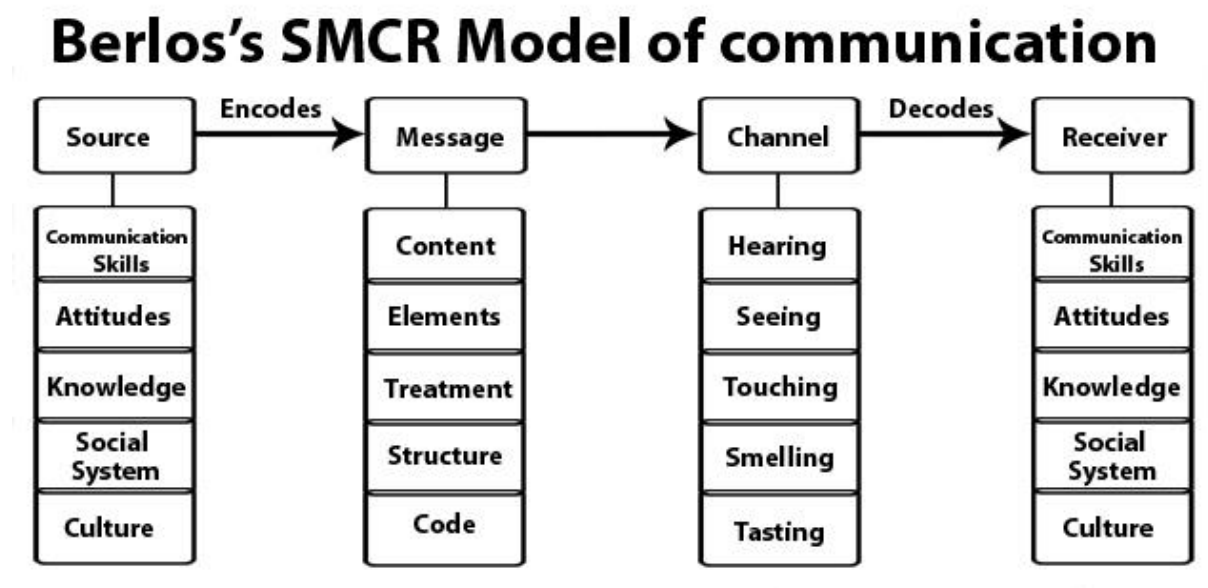


Berlo (1960)

In 1960, David Berleau presented his theory of communication, which is also known as the Berleau Model of Communication or SMCR because it contains four basic components to explain the communication process: sender, message, channel, and receiver. However, other components of the model affect these four elements, so there is no feedback.

Berlo's theory begins with the sender. The sender is the person who sends the message and initiates the communication process. However, the sender can be influenced by several factors, including the sender's communication skills, attitude, knowledge, and social system. The last element for the sender is the encoder. The encoder is the transmitter of the message, and the encoder is where the message begins. As a result, the message is coded by the source. The next step in the model is the message. A message is the content that a sender sends to a receiver. However, it can be affected by several elements, which are the content, elements, processing, structure and code of the message. The third part of the module is the channel. The channel represents the five senses: hearing, sight, touch, smell, and taste. When we communicate naturally, whether on the phone or in person, we tend to rely on our feelings. Feelings allow us to receive a message, be it negative or positive. It all depends on how the message was sent. The decoder follows the channel. A decoder is someone who receives and decodes information. The last stage of the module is the receiver. In order to properly communicate with or respond to the sender, the receiver must

consider all of the sender's knowledge and abilities. Finally, whether a communication is good or bad depends on whether the sender and receiver have comparable levels of knowledge and ability. (basiscopic, 2018).



Communication skills in the workplace

The communication skills in the work place is one of the most important skills and is fundamental to keep all the staff and customers happy.

Every component of a company has different ways of communication, from the manager that has to be cordial with everyone and has a better way of communication, to the simple employer that might have a smaller vocabulary but the most important thing is to deliver the information correctly and respectfully.

The elements of good communication skills depends surely by how big is your own vocabulary, the bigger it is the best you can communicate with others people.

Thanks to this course I have learned better and developed my communication skills, I have improved my way of speaking, I became more professional and I feel ready to find a better job that can repay me the commitment and the work done this year.

I'm not going to stop here my studies, on the contrary, I am motivated to go on studying and achieving new goals.

Advantages and Disadvantages of technology in communication

Things that were once done manually or by hand have now become computerised operating systems, which simply require a single click of a mouse to get a task completed. With the aid

of IT we are not only able to stream line our business processes but we are also able to get constant information in 'real time' that is up to the minute and up to date.

Advantages of communication technology Globalisation – CT has not only brought the world closer together, but it has allowed the world's economy to become a single interdependent system. This means that we can not only share information quickly and efficiently, but we can also bring down barriers of linguistic and geographic boundaries. Communication – With the help of information technology, communication has also become cheaper, quicker, and more efficient.

We can communicate with anyone around the world by simply texting them or sending them an email for an almost instantaneous response. The internet has also opened up face to face direct communication from different parts of the world thanks to the helps of video conferencing. Bridging the cultural gap – CT has helped to bridge the cultural gap by helping people from different cultures to communicate with one another, across both geographical and also language barriers with the advent of high speed wireless connections and language converting software programmes.

More time has made it possible for businesses to be open twenty four hours a day seven days a week all over the globe. This means that a business can be open anytime anywhere, making purchases from different countries easier and more convenient. It also means that you can have your goods delivered right to your doorstep with having to move a single muscle. Probably the best advantage of information technology is the creation of new and interesting jobs.

One of the first disadvantages of modern communication technology is that hackers can steal personal information such as phone numbers, document details, home addresses, bank accounts and email addresses. Hackers can use these dates to make online purchases, sell your personal information, or commit fraud with serious consequences for the victim, such as legal problems or loss of money. Another downside is cyber bullying. It is more common on social media platforms and its purpose is to destroy a person's reputation by sharing embarrassing videos, pictures or false information about the victim. The effects of cyberbullying are devastating for the victim: suicidal thoughts, depression, anxiety and low self-esteem. The latest problem in our society is that people are no longer talking in person, but people are talking more on social media. Insecurity, depression, lack of motivation and anxiety about being around people are some of the disadvantages of social interaction.

Conclusion

Many people these days have trouble communicating and understanding other people because of a lack of understanding of how communication works. Studying communication and how it works, through understanding how information begins and ends, can create a better work and social environment for everyone. Understanding people's body language and behavior can help society be more empathetic to each other and help each other, rather than ignoring these fundamental aspects. The use of technology in communication can be very dangerous if used too often and not carefully.

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