UNIVERSITY OF WALES
Trinity Saint David
LONDON

Effective Team Working and Communication – Term 1

BMSW4002

In-class exercise 1

65.

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Time allocated: 1 hour. *Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).*

Ex.1. Read the following brief and write a business email according to the instructions.

You are the Director of Communications at your company and you would like a Supervisor, Mary December, to go on a training course in non-verbal communication because you have observed that her non-verbal skills sometimes send the wrong message.

- Tell Mary why you are writing
- Say what you have observed about her communication skills
- Tell her how you think this course would improve her skills and her relationship with her fellow workers.

Hello Mary,

I writing you because I whant you to go to a teining course in non-verbal communication because I observed your non verbal stills is wrong, and I think you can improve your skills and relationship whit your fellow workers.

Thank you

Regards, Mariana.

Lecturer's signature: _____ **Date:** 12/11/2019

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Exercise2: COMMUNICATION: A CASE STUDY

As you read their case, think about how you might help communicate with the employee to remedy the conflict. Answer the critical thinking questions at the end of the case and, wherever possible, say whose communication model is relevant.

BARRY AND HIS STAFF

Barry is a 27-year old who is the manager of a restaurant. He is responsible for supervising and managing all employees in the kitchen. Employees working there range from 16 years old to 55 years old. In addition, the employees come from varied cultural and ethnic backgrounds. For many, English is not their primary language.

Barry has a Health and Safety (Food) Certificate and tries his best to keep up with food safety issues in the kitchen, but he admits it's not easy. Employees receive "on the job training" about food safety basics (for example, appropriate hygiene and handwashing, time/temperature, and cleaning and sanitizing). But with high turnover of employees, training is often hurried, and some new employees are put right into the job without training if it is a busy day.

One day Barry overslept because he had been working on his car until 2 a.m. He was rushing around and realized that he didn't have a clean uniform. However, he managed to find one that was not very dirty. As he dressed, he realized that he needed a haircut and a good hand scrubbing, especially after working on his car.

When he arrived at work, he dashed into the kitchen and noticed several trays of uncooked meat on the work tops. They appeared to have been sitting at room temperature overnight. He called one of the kitchen staff and asked: 'Why did you leave the chicken out when I told you to put them in the fridge?'

The man replied: 'I heard you screaming but I thought you were trying to talk to the chef above the noise of the food mixer he was using. I didn't know you were talking to me'. Barry is frustrated and doesn't know what to do. He felt like he was beating his head against a brick wall in trying to get his employees to practise food safety.

He has made many efforts to get them to learn how to handle food safely. He has put large signs all over the kitchen: KEEP HOT FOOD HOT AND COLD FOOD COLD and WASH YOUR HANDS OFTEN.

Questions:

1. **What are the communication challenges and obstacles that Barry faces?**
2. **Which communication models can you use to explain Barry's problems?**
3. **What solutions might Barry consider in addressing each of these challenges or obstacles?**

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1) Barry communication challenges is the employees come from varied cultural and ethnic backgrounds. and for many English is not their primary language

2) to explain Barry problems he needs Shonon and weaver's verbal comunication to explain to the employees what they needs to do.

3) he need verbal comunication to explain them

Lecturer's comments:

Ex. 1 → You haven't answered the second question because you mentioned only one short idea. Try to reduce the number of lg. errors.

Ex. 2 → You could have provided more solutions for Q3.

Lecturer's signature: _____ **Date:** 12/11/2019