

Sylwia Brylewicz 2112267

Joy Botu

Effective team work and communication

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Introduction

At the very beginning it is worth listing the most important principles of good communication. It should be remembered that in a conversation not only the information contained is important, but also how it is transmitted. The tone of voice, language, gestures strongly affect the reception and reactions of our interlocutor. This is also important in communication between parent and child. The right choice of words can be an extremely important educational element.

Effective communication in a team is crucial for a company regardless of the industry or nature of the business represented. It affects, among other things, the prevailing atmosphere in the company, interpersonal relations and the effectiveness of employees, and also makes them much more motivated to act.

Digital communication

The language used on the Internet has already been the subject of many works. Based on them, but also on the basis of observation, it is possible to draw conclusions about its advantages and disadvantages. Here we ignore the obvious advantages and disadvantages of the entire Internet and focus only on the aspect of communication contained in it. Undoubtedly, one of the main advantages of such communication is the "shortening of the geographical distance" and the possibility of conducting a dialogue with almost the entire world, in real time.

The most important technological achievements in communication include the computer and the Internet. These technological advances have facilitated communication and information through various aspects, such as ensuring the immediacy of the messages sent and received, digitization, which gives us access to information anywhere in the world, have left us a great parameter regarding the quality of the content we receive thanks to the progress of technology. These are just some of the benefits they give us, but we will discuss their pros and cons.

Advantages

Thanks to the Internet, information reaches a wider audience very quickly and without leaving home you can meet new people. You can learn a lot from others and meet people a few hundred kilometres away. You can talk to someone at any time, if you need to. In addition to the possibility of communication with people from around the world, there is also another advantage, i.e., the possibility of constant conversation. We do not have to limit ourselves to talking only during a physical meeting, nor do we have to wait for the recipient to receive our letter. Communication is instantaneous.

Communication technologies bring us many benefits. Thanks to the speed of information transfer, more people can use it for educational purposes. This also equips us with different sources of

knowledge, giving us a choice of different points of view. Indirectly promoting innovation and creativity that help you stand out online.

There are different ways communication and information technologies help create jobs. From expanding the reach of online ventures such as using Instagram to sell products, the ease of hiring employees, a wider catalogue of job options, and hiring staff to support the new communications infrastructure.

Disadvantes

Anonymity. It could be included in the pros and cons. On the one hand, it allows, for example, a shy person to comment on a given topic without revealing their identity. However, anonymity causes aggression, which leads to the so-called hate. This causes another disadvantage of communication on the Internet, i.e., the danger caused by the lack of knowledge about our interlocutor or the lack of real knowledge about the conversation partner. Meeting people you meet on the Internet is always associated with high risk.

Cyberbullying has now become a popular issue. It can manifest itself in various types of harassment, insult or ridicule of other users of the network. Part of communication on the Internet is not only to have a dialogue with other users, but also to share information on blogs, internet portals or social media. Keep in mind that this type of online activity is also dangerous. Sharing private information with an online community can result in the emergence of cyberstalking or misappropriation of identity. Cyberstalking is the digital equivalent of bullying. It consists in notoriously tormenting the victim and creating a sense of danger in him. Such behaviour is treated as a criminal offence.

Internet communication often leads to addiction. People later cannot cope without checking mail, entering Facebook. The consequence is also the fact that such people forget how to behave in the case of traditional communication.

Verbal communication

What is verbal communication? Verbal communication is one based on spoken language. It is the basic form of our interaction with others, although we do not use it to the greatest extent. Verbal communication is one based on spoken language. It is the basic form of our interaction with others, although we do not use it to the greatest extent. Research says that as much as 65% of our messages are non-verbal. Non-verbal communication complements the functions of verbal communication, makes our message clearer and easier to understand for the recipient. Verbal and non-verbal communication complement each other.

The language spoken by people – regardless of race, place of birth or IQ – is the basic way to communicate. By creating messages with words, we can achieve very diverse goals and convey information in a way that others can understand. Verbal communication is therefore the absolute foundation of human social functioning.

Interestingly, however, we transmit only 35% of messages using words, which means that verbal communication – compared to non-verbal communication – is quite poor and therefore all kinds of gestures, facial expressions or body position are its necessary complement. For this reason, it is possible that misunderstandings arise, resulting from the transmission of messages only by means of words.

The features of verbal communication are:

- the content of the statement – should be as clear as possible, conveyed in the correct language form, in a precise manner,
- smoothness – the more interludes, the less readable the message,
- paraphrases – we often repeat different information, but we try to break it down in different forms so that the recipient understands us even better,
- accent, intonation – the way we pronounce the message, how we accentuate individual words, how we chant sentences also affects the way we communicate; in verbal communication, exercises of this type are very important.

Non-verbal communication

We often don't realize how important nonverbal communication is. Sometimes it plays a more important role than the words we speak, and this applies not only to everyday contacts, but also to business contacts. What exactly is nonverbal speech? Why should you pay attention to it?

Nonverbal communication is the part of communication that conveys information through channels other than spoken or written language. It is everything we convey without using words. This type of communication can be divided into signals: Gestures, facial expressions, touch, voice tone, body posture, eyesight, physical appearance (hairstyle, clothing, makeup)

Many people do not realize how important non-verbal communication is. Behaviour towards the other person shows how we relate to them and what emotions we feel at a given moment. One of the most important areas for communication is the face. Facial expressions express feelings and commentary on the ongoing conversation. Equally important are the posture of the body and the movements performed. On their basis, you can read the level of self-confidence and openness towards the interlocutor.

Written communication

While verbal communication comes naturally and spontaneously to a person, written communication requires a lot of effort. Writing, by its very nature, is the result of quite a long practice and patience in learning. Needless to say, speech comes first, and writing comes later. In all languages of the world, writing was created centuries later.

Written communication is a creative activity that requires a lot of imagination and effort to reach the finished product. Oral communication is spontaneous, but written communication is based on conscious effort.

The sender must carefully plan his message, namely a letter or report, and encode it with great care. It then sends it to the person for whom it is intended. The receiver devotes its time to decoding. Then she gives him a cautious thought or filters it through his mind and plans his reaction to it. It will take some time to send back the reply or comments to it. So keep in mind that written communication is a time-consuming activity.

Communication skills

Communication is a very important social skill, which consists in the exchange of information between the sender and the recipient, i.e., sending messages and receiving them. There are two types of communication: verbal and non-verbal. Both one and the other type of communication is very important in the whole act of communication.

Social communication is the process of communication, that is, the transfer and exchange of information between individuals, groups of people, organizations and societies. There are always at

least two parties involved in the communication process – the sender and the recipient and there is a message.

We deal with communication always and everywhere. Every day, whether in our professional or private lives, we communicate with others. We pass on information and receive information that others provide to us. Communication skills are therefore a very important element of professional work, i.e., contacts with clients and colleagues, as well as in personal life.

The correct process of communication occurs only when an image identical to that created in the mind of the sender is created in the mind of the recipient. What someone wants to tell us must do it in a way that we read properly. On the other hand, a skilful understanding of verbal and non-verbal communication helps to obtain the right information and discover the attitude of the person with whom we are talking.

For the proper course of the communication process, it is therefore important that both parties have:

- Ability to listen actively and attentively.
- Ability to clearly formulate statements.
- Ability to convey information in a language understandable to the recipient.
- Ability to provide feedback
- Ability to correctly read body language

Example of bad communication in a workplace

A problem of poor communication in the work environment is the sending of an email that causes unclear information to be transferred due to poor writing. In addition, failure to provide correct information may result in a lack of direction in which the employee must properly perform his work. Bad communication can consist of broadcasting a surplus of irrelevant information that obscures the message that the employee should receive.

Communication in the team must be based on a clear message. When delegating tasks, make sure everyone understands their tasks. Even if someone does not inquire, he may not fully understand what to do. Therefore, it is up to you to inquire and make sure that everything you wanted to convey is clear and understandable. Efficient transmission of messages will facilitate and speed up work.

Examples used in class

Speaking too fast or slowly, or using words that are culture-specific or too complicated for others to understand, are examples of poor communication. For example, a presentation may fail if the audience loses interest because the presenter uses terms that the audience doesn't understand.

An example of poor communication occurs when an ineffective communicator is emotionally difficult for a person, while it does not solve a problem or behaviours related to a communication situation. Effective communicators know how to separate a person from a problem, and not from a personal situation, but in exchange for difficulty in this matter.

Conclusion

Effective communication within the team is one of the basic elements that affect the proper functioning of the company. Even the best employees will not present their full capabilities when the way of providing information or feedback is compromised.

Each team should strive to achieve the set goals through close cooperation. Efficiency is largely determined by the harmony of activities – to achieve this, employees must communicate effectively.

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