

LCLM4003

**Effective
Teamwork
and
Communication**

ASSIGNMENT 2: Group Presentation

Students:

- Anderson Ricardo Hernandez ID No. 2532044
- Danielle De Moura Santos ID No.2531927
- Wanderacy Junior Dalla Pria ID No. 2533212

Tutor's Name: Timothy Hopkins

Overview

- Introduction
- 1 - Environmental Noise - Danielle
- 2 - Language / Communication - Anderson
- 3 - Age / Generational - Wandercy
- 4 - Cultural - Wandercy
- 5 - Emotional - Wandercy
- Conclusion
- References
- Questions

Introduction

- Flight Foods Ltd – 40 people – mixed age – multilingual – chaos!
- **Five types of problem:**
- Environmental Noise
- Language / Communication
- Age / Generational
- Cultural (standards and practices)
- Emotional
- Communication Models of Shannon and Weaver, Berlo, and Schramm
- Recommendations

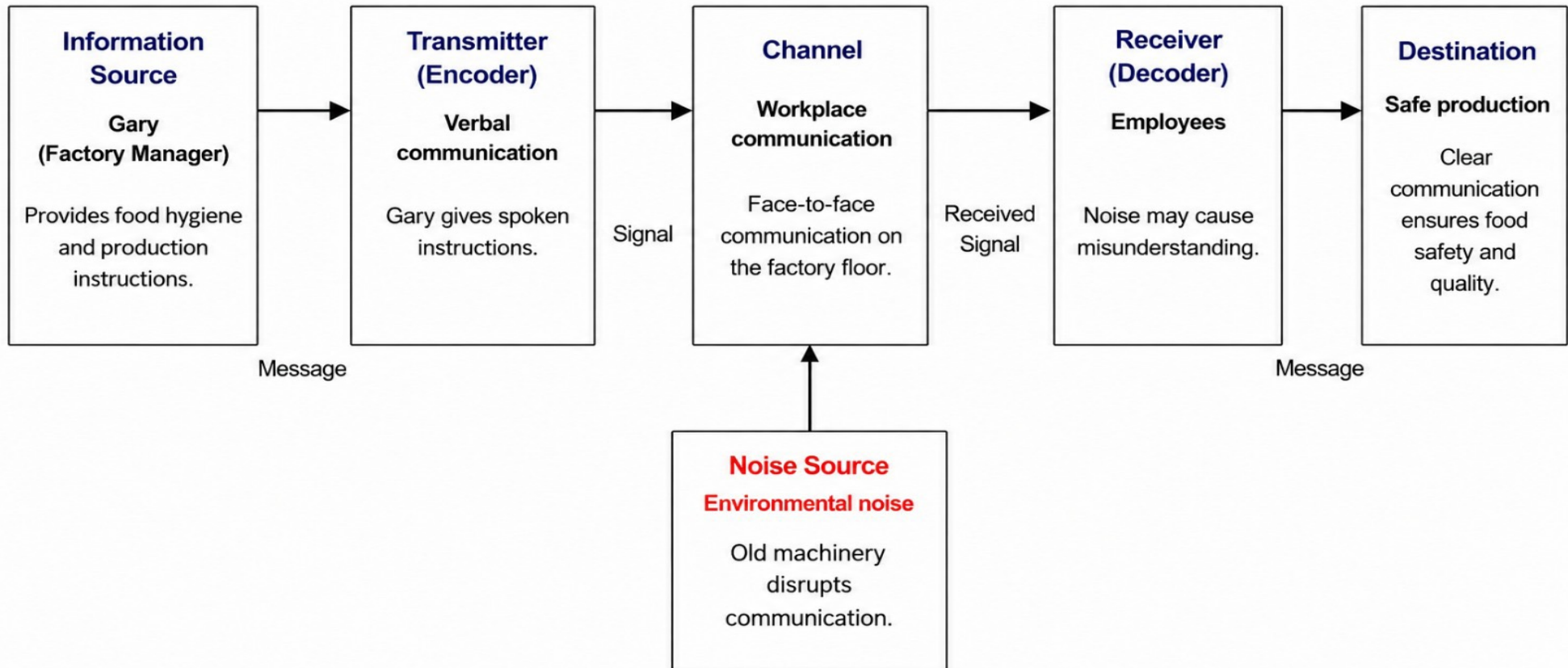


1 - Environmental Noise Barrier

- Old machines generate noise.
- Noise makes communication difficult.
- It increases errors and poses risks to food safety.

“ High noise levels can reduce employees’ ability to receive important information and respond correctly”.(HSE, 2024)

Analysis Using Communication Model Shannon-Weaver



Solution

- Reduce machine noise
- Use pictograms and visual signage
- Give instructions in a quieter environment
- Check that instructions have been understood (feedback)



(Tente, n.d)

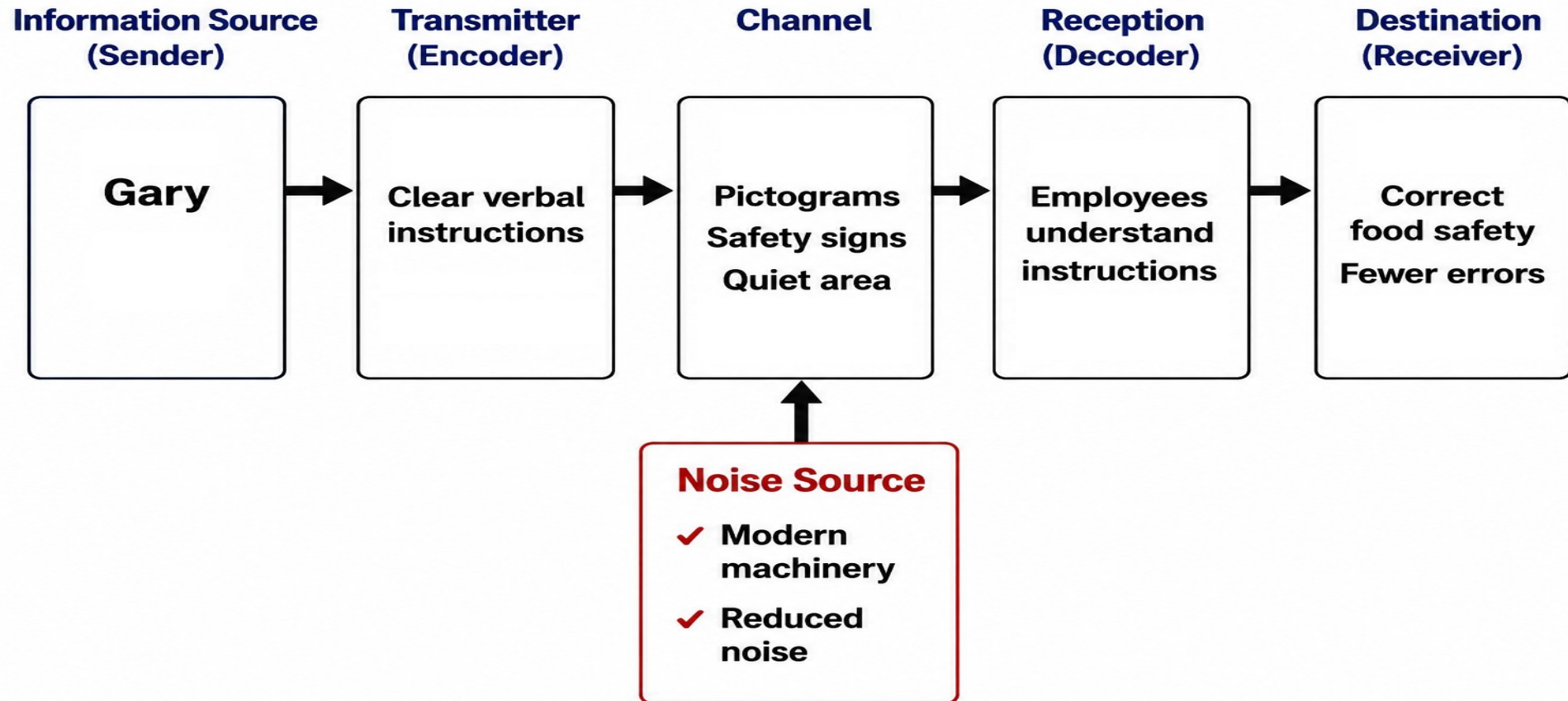


(Powers, 2023)



(Hkfoods, 2026)

Solution Using Communication Model Shannon and



Conclusion

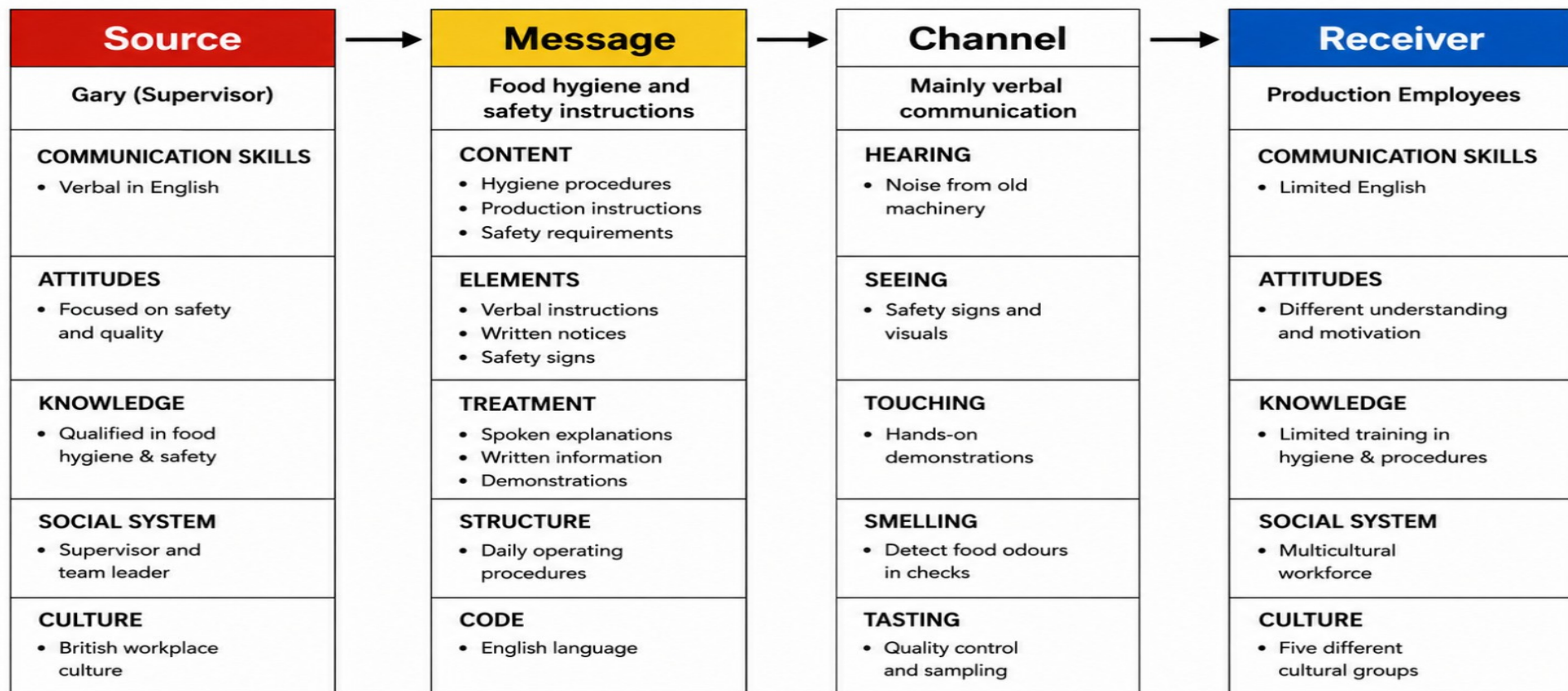
- Noise hinders communication and increases errors.
- Shannon and Weaver: noise reduces the effectiveness of the message.
- Less noise, visual aids and training improve communication, food safety and quality.

2 - Language/Communication/Body Language Barrier

Description

- A multicultural team with a variety of languages.
- Some staff members have limited English.
- Instructions are not always understood.
- Noise makes verbal communication difficult.
- Non-verbal communication leads to misunderstandings.
- Communication breakdowns result in hygiene and production errors.

Analysis Using Communication Model Berlo





(SunComply, n.d)



(Yor-in, n.d)

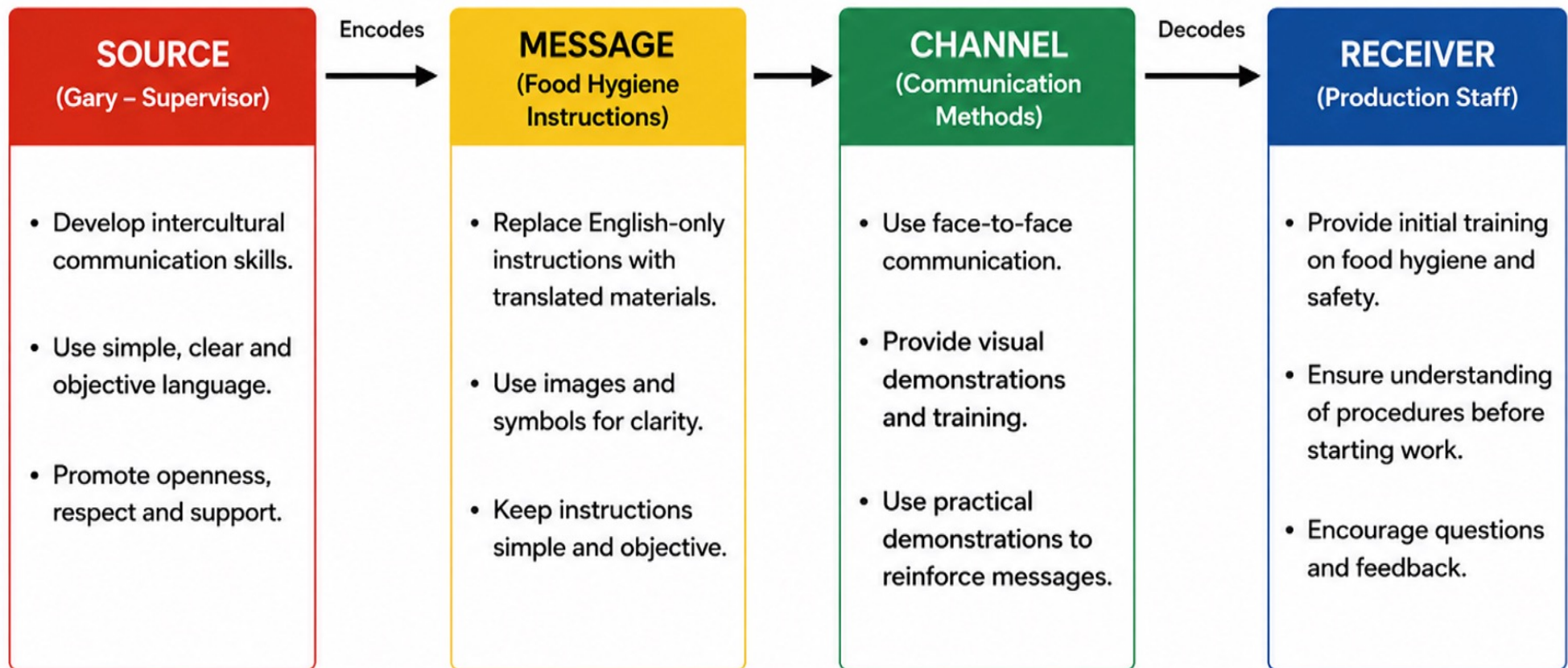


(Pinterest, n.d)

Solution

- Multilingual food hygiene training
- Use images, symbols and demonstrations.
- Keep communication simple and clear.
- Reinforce instructions with body language and visual guidance.

Solution Using Communication Model Berlo



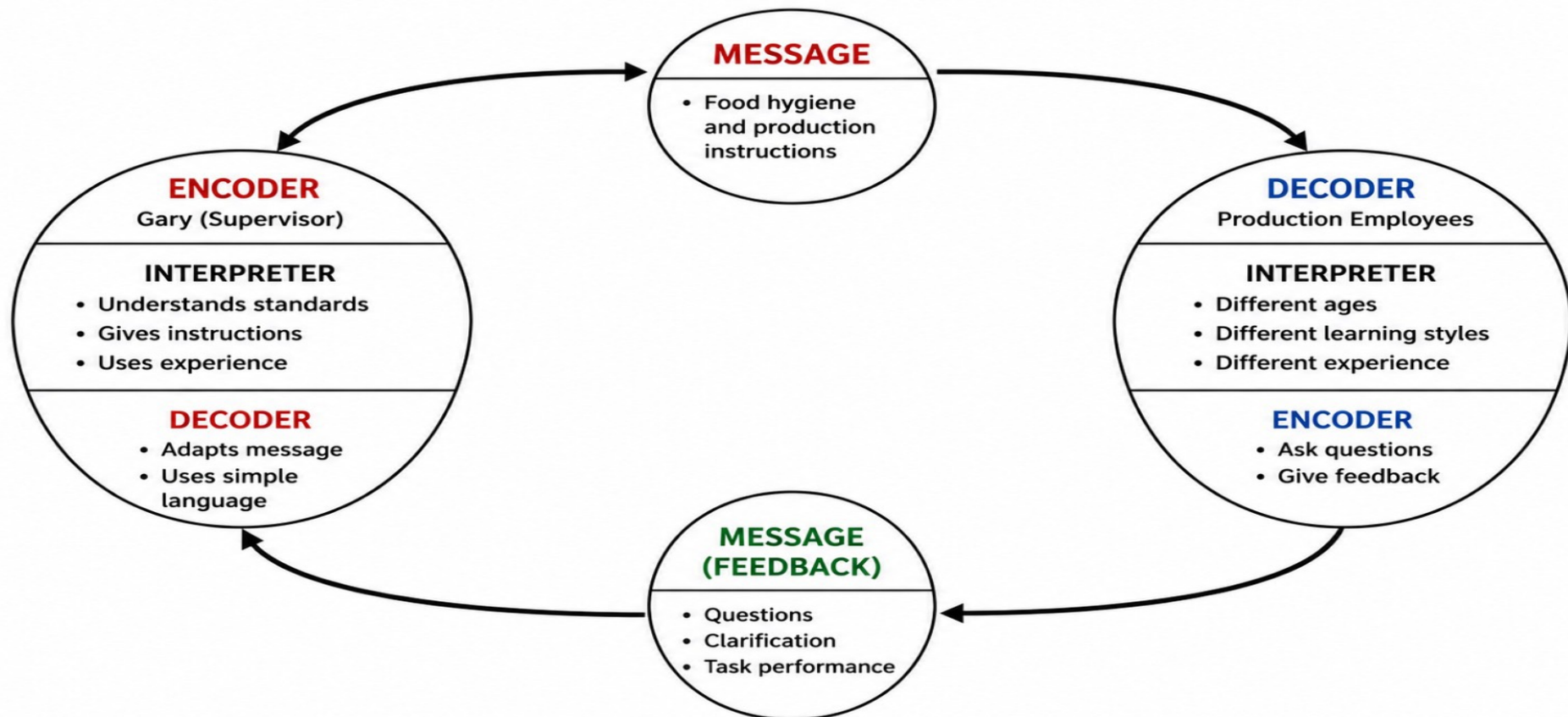
Conclusion

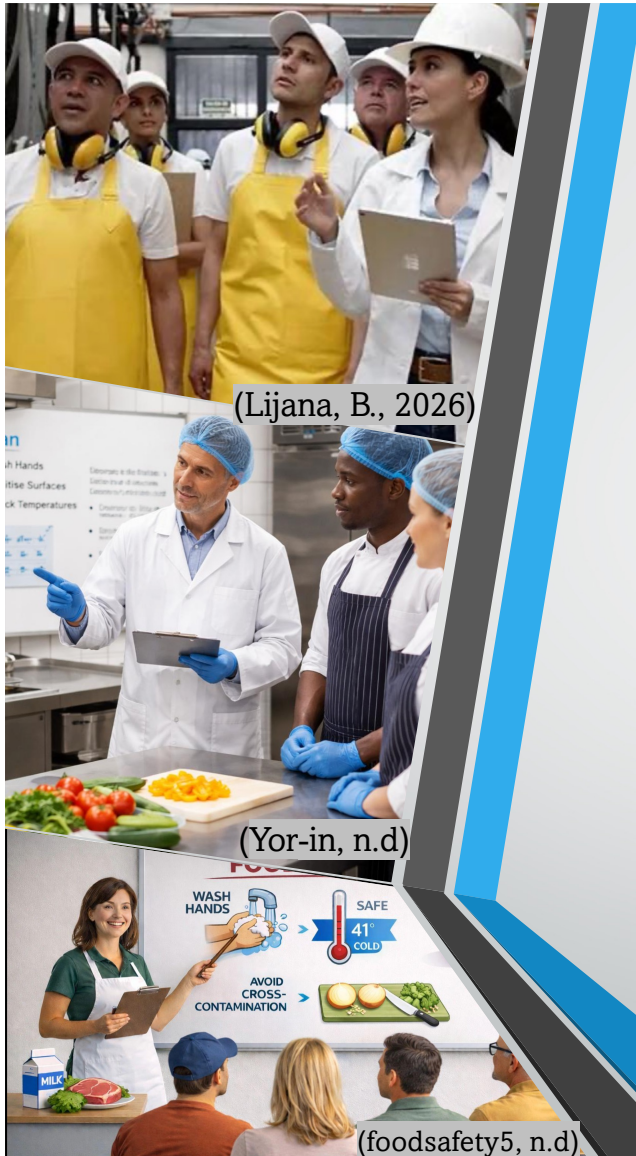
- Language barriers lead to misunderstandings.
- Cultural diversity increases the risk of errors.
- Body language does not guarantee understanding.
- Communication must be tailored to the team.
- Use simple language, visual aids and feedback.
- Improve communication to ensure food safety and quality.

3 - Age / Generational Barrier

- A team comprising people aged between 16 and 60, with generational differences.
- Experience influences how well instructions are understood.
- Younger staff find procedures more difficult.
- Experienced staff understand instructions better.
- Generational differences affect communication and performance.
- Tailored training improves everyone's understanding.

Analysis Using Communication Model Schramm

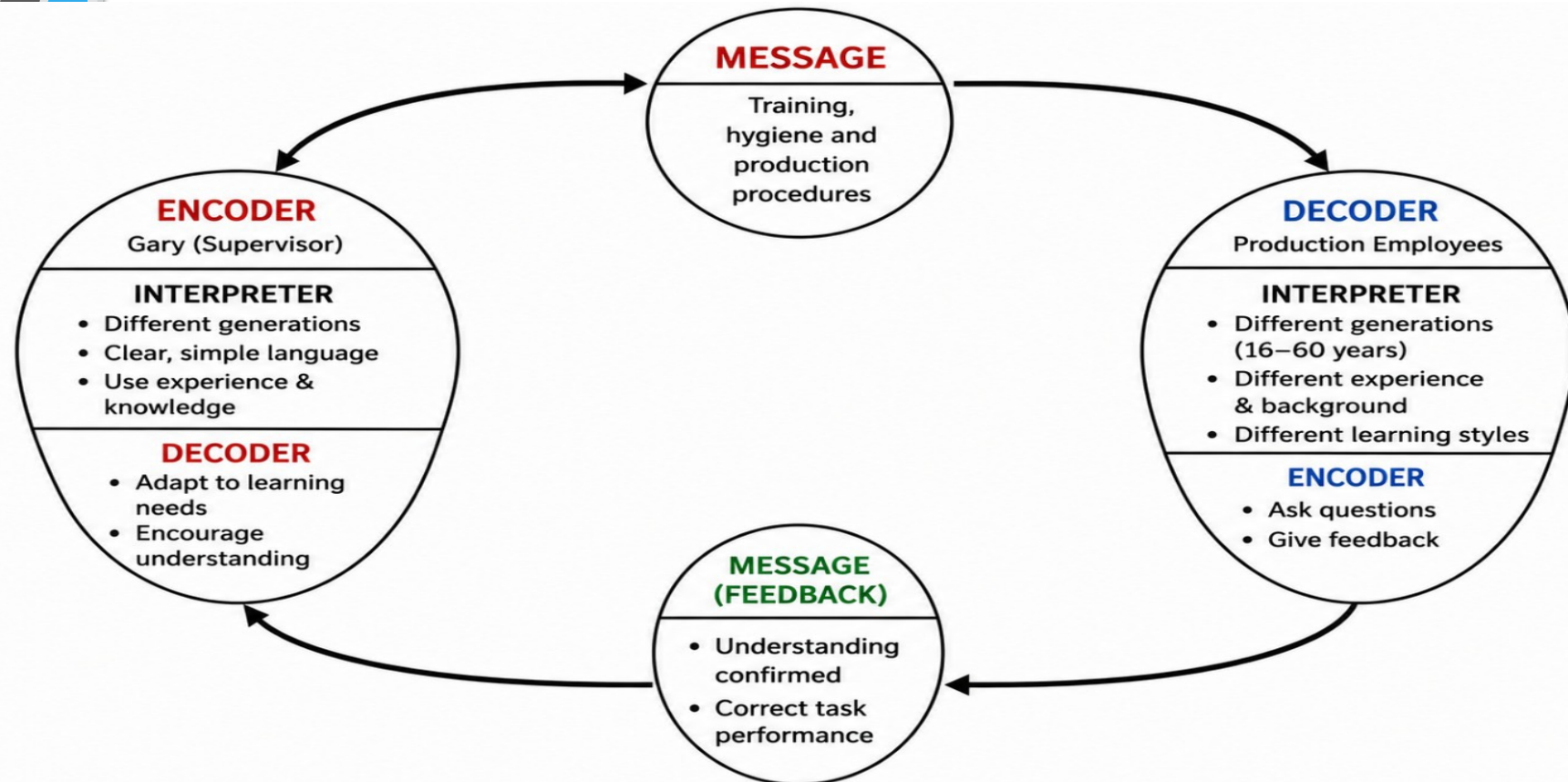




Solution

- Tailor training to different generations.
- Use practical demonstrations and visual aids.
- Encourage staff to share their experiences.
- Ensure clear communication and ongoing feedback.
- Ensure that hygiene and production procedures are understood.

Solution Using Communication Model Schramm



Conclusion

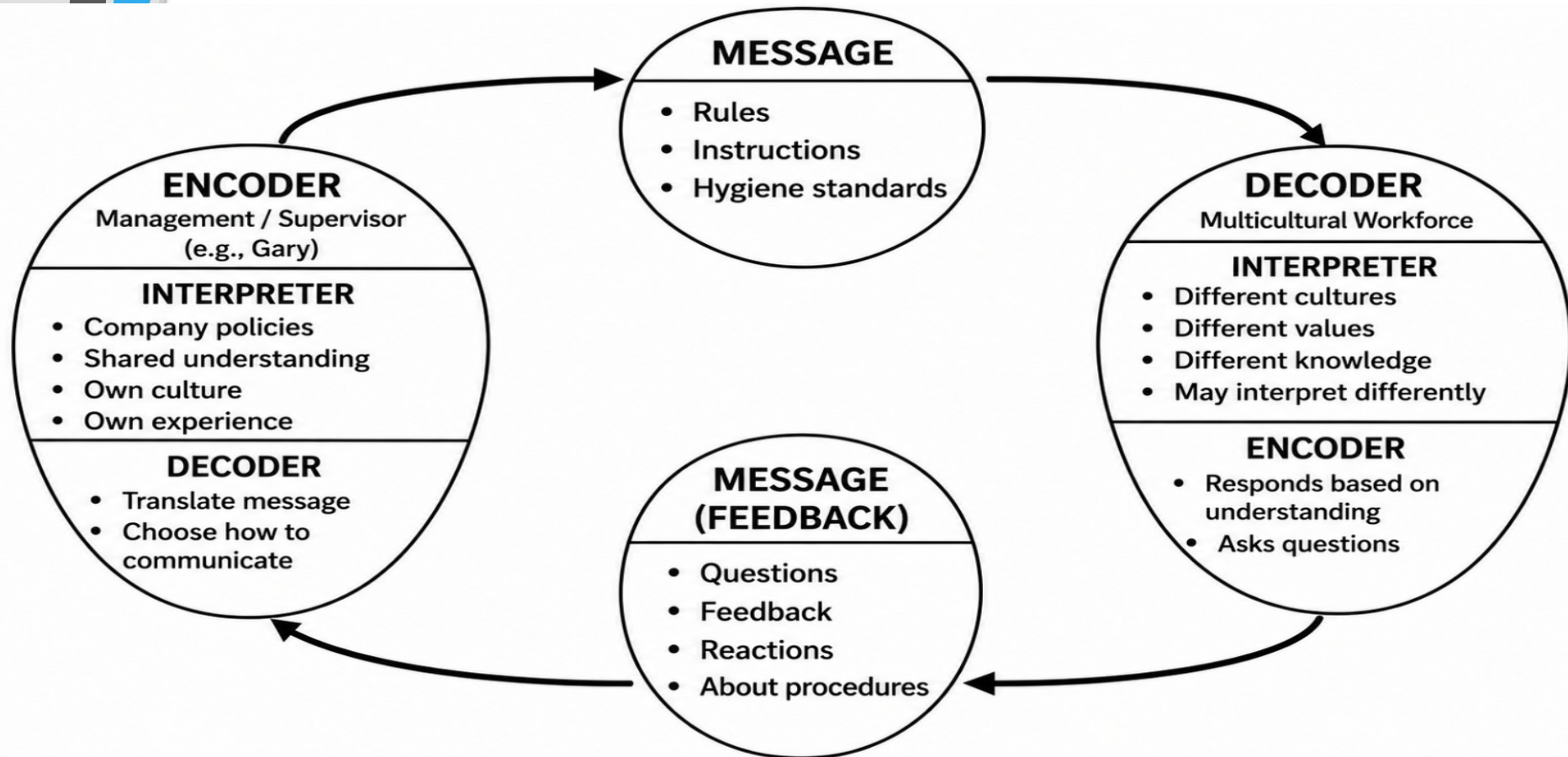
- Generational differences affect how instructions are understood.
- Communication depends on experience and knowledge.
- Tailored training improves communication between generations.
- Sharing knowledge strengthens the team.
- Clear communication breaks down barriers and improves performance.

4 – Cultural (standards and practices) Barrier

Description

- Cultural diversity affects the interpretation of rules and information.
- Differences in communication, hierarchy and working practices lead to misunderstandings.
- Different interpretations increase errors and risks to food safety.

Analysis Using Communication Model Schramm

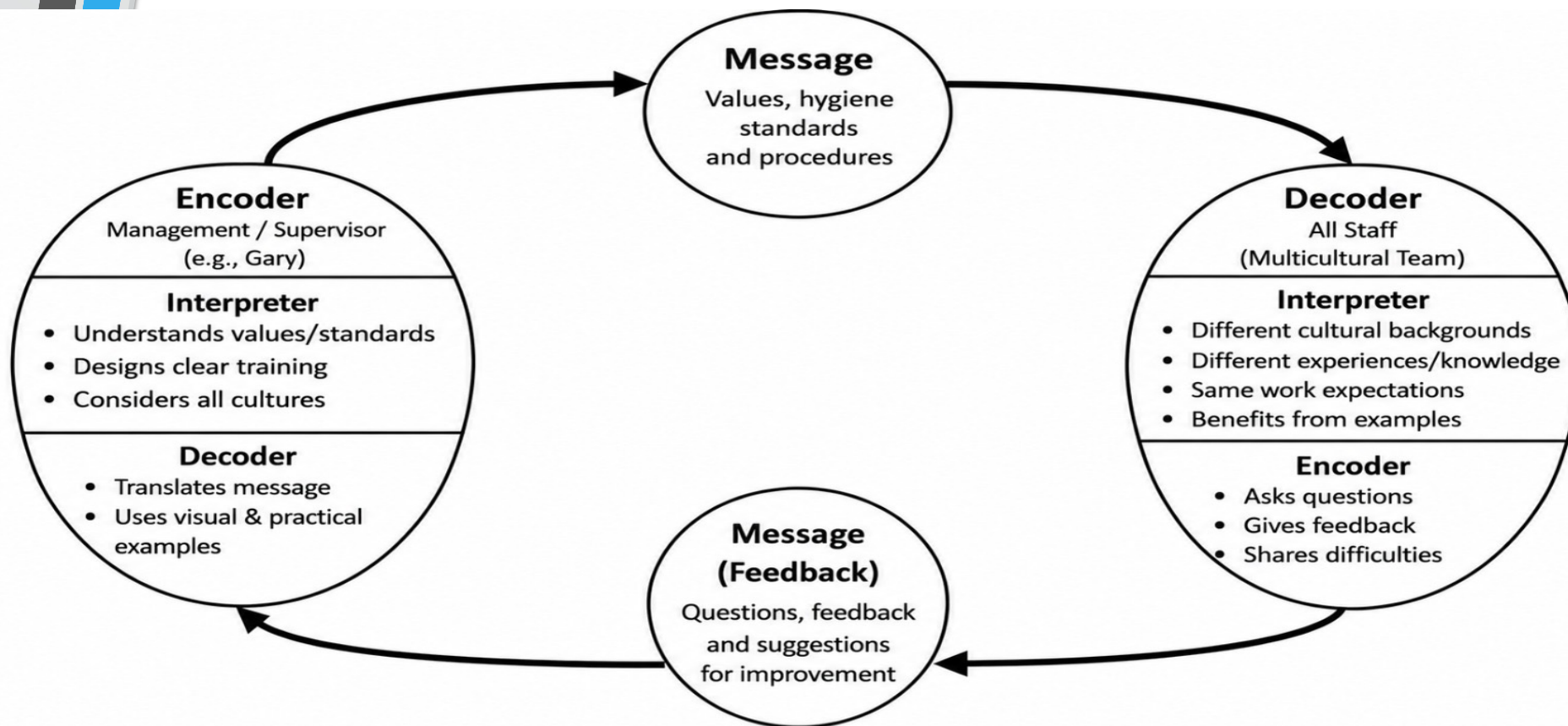




Solution

- Promote cultural and food safety training.
- Use visual aids and standardised procedures.
- Encourage respect and communication within the team.
- Ensure understanding through ongoing feedback.

Solution Using Communication Model Schramm



Conclusion

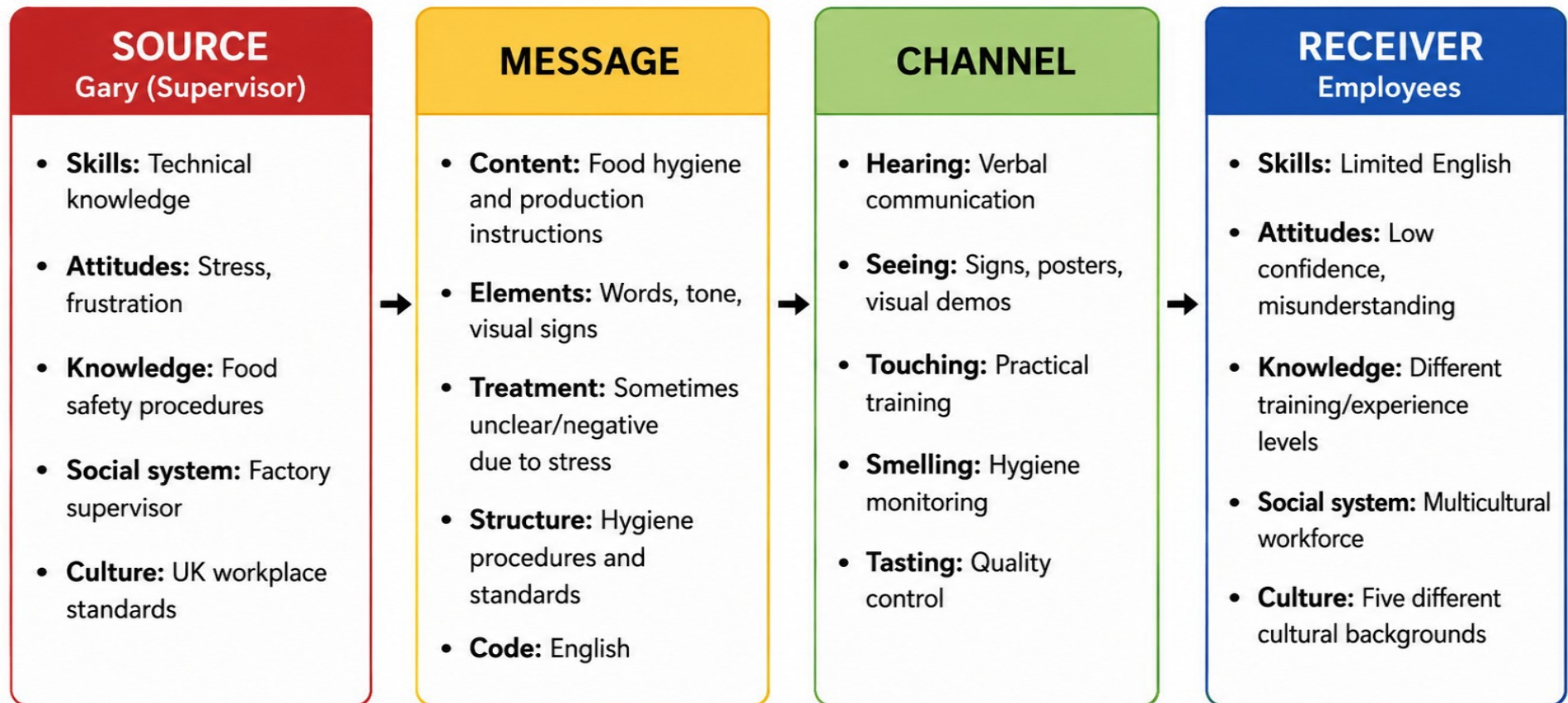
- Cultural differences make understanding difficult.
- Communication requires a common understanding.
- Clear training and communication reduce errors and improve food safety.

5 – Emotional Barrier

Description

- Stress and pressure affect a manager's communication.
- Frustration reduces the clarity of instructions.
- A non-collaborative environment hinders communication.
- Emotions make it difficult to follow procedures.
- This leads to an increase in production errors and food safety risks.

Analysis Using Communication Model Berlo





(gettyimages, n.d)

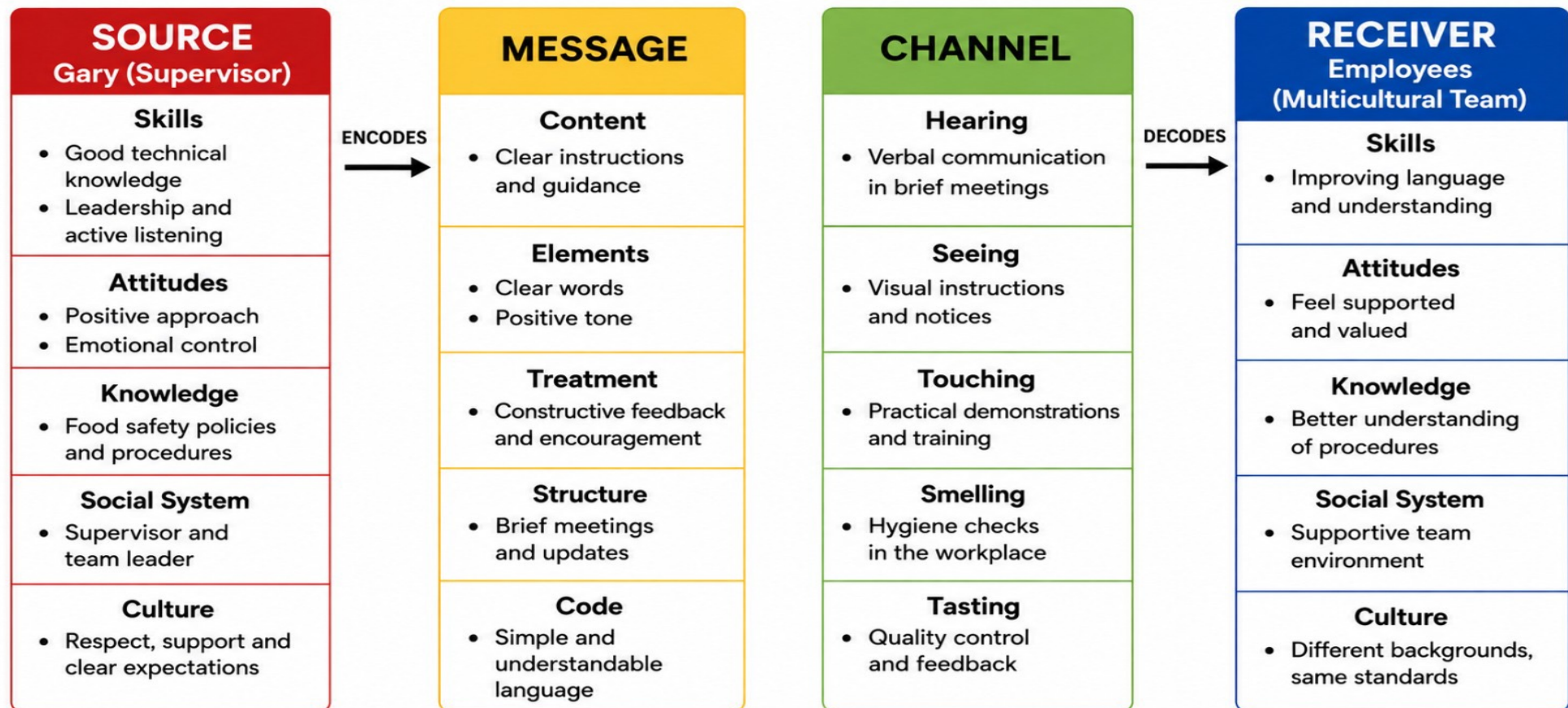
(intersnack, n.d)

(prnewswire, 2026)

Solution

- Develop leadership and emotional intelligence.
- Promote clear and respectful communication.
- Provide constructive feedback and encourage dialogue.
- Create a collaborative and motivating environment.
- Hold brief alignment meetings.

Solution Using Communication Model Berlo



Conclusion

- Stress and frustration reduce the effectiveness of communication.
- Emotions influence the way messages are conveyed.
- Positive leadership improves team communication.
- Constructive feedback reduces errors and increases cooperation.
- Effective communication improves processes and product quality.

Final Conclusion

- Communication breakdowns affect food quality and safety.
- Shannon and Weaver: noise impairs the transmission of the message.
- Berlo: language, attitudes and emotions influence communication.
- Schramm: culture and age affect interpretation.
- Training, tailored communication and feedback reduce errors and improve quality.

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Questions?